

B

Economic Development and Regulation

Office of the Deputy Mayor for Planning and Economic Development

www.dcbiz.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$24,176,605	\$28,124,088	\$22,308,995	-20.7
FTEs	29.0	36.0	36.0	0.0

The mission of the Office of the Deputy Mayor for Planning and Economic Development (DMPED) is to provide specialized, strategic economic development assistance, including financing, program and policy development and inter-agency coordination services to businesses, developers and community stakeholders so that they can pursue ventures that revitalize neighborhoods, expand and diversify the local economy and provide economic opportunity for District residents.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- By September 30, 2006, the District will have a minimum of 10 organized neighborhood business districts participating in the D.C. Main Streets program, designed to improve and market neighborhood commercial corridors.
- By September 30, 2006, DMPED will have acquired and offered for redevelopment a minimum of 175 units of vacant and abandoned housing in strategic neighborhoods through the Home Again program.
- By September 30, 2005, DMPED will have concluded and presented to Council financing and development plans for a convention center hotel and redevelopment of the existing 10-acre existing convention center site.
- By September 30, 2005, DMPED, working with National Capital Revitalization Corporation and the D.C. Department of Housing and Community Development will have structured and presented to Council a redevelopment plan for a shopping center east of the Anacostia River.
- By 2012, the District will attract 100,000 new residents to the District of Columbia.

Funding by Source

Tables EB0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Deputy Mayor for Planning and Economic Development.

Table EB0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	14,157	3,546	4,308	4,634	326	7.6
Special Purpose Revenue Fund	13,000	18,470	23,816	17,675	-6,141	-25.8
Total for General Fund	27,157	22,016	28,124	22,309	-5,815	-20.7
Federal Grant	574	-31	0	0	0	0.0
Total for Federal Resources	574	-31	0	0	0	0.0
Private Grant Fund	12	0	0	0	0	0.0
Total for Private Funds	12	0	0	0	0	0.0
Intra-District Fund	2,486	2,191	0	0	0	0.0
Total for Intra-District Funds	2,486	2,191	0	0	0	0.0
Gross Funds	30,228	24,177	28,124	22,309	-5,815	-20.7

Table EB0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	86	20	24	24	0	0.0
Special Purpose Revenue Fund	2	6	12	12	0	0.0
Total for General Fund	88	26	36	36	0	0.0
Intra-District Fund	2	3	0	0	0	0.0
Total for Intra-District Funds	2	3	0	0	0	0.0
Total Proposed FTEs	90	29	36	36	0	0.0

Expenditures by Comptroller Source Group

Table EB0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table EB0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

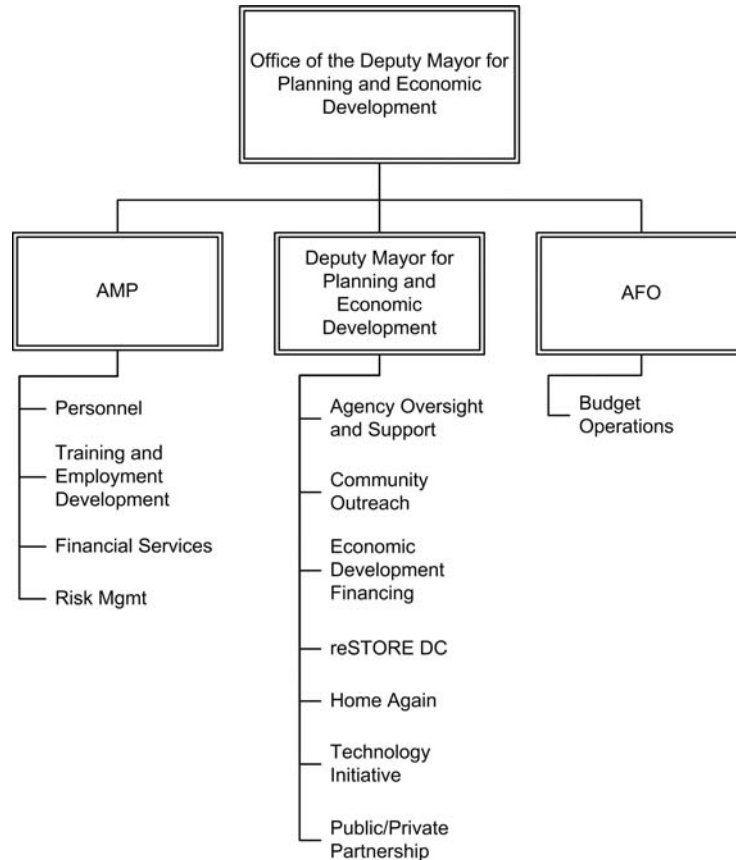
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	5,885	2,080	2,552	2,689	138	5.4
12 Regular Pay - Other	71	70	0	0	0	0.0
13 Additional Gross Pay	13	46	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	1,031	347	385	435	50	13.1
15 Overtime Pay	12	0	0	0	0	0.0
Subtotal Personal Services (PS)	7,013	2,543	2,936	3,124	188	6.4
20 Supplies and Materials	230	84	151	119	-31	-20.9
30 Energy, Comm. and Bldg Rentals	36	4	15	15	0	1.3
31 Telephone, Telegraph, Telegram, Etc	160	97	24	78	54	226.2
32 Rentals - Land and Structures	710	21	515	823	308	59.8
33 Janitorial Services	18	0	8	9	1	6.5
34 Security Services	27	0	12	50	38	317.6
35 Occupancy Fixed Costs	0	0	0	19	19	N/A
40 Other Services and Charges	8,551	5,659	5,832	1,956	-3,875	-66.5
41 Contractual Services - Other	2,061	3,466	4,487	2,271	-2,216	-49.4
50 Subsidies and Transfers	11,176	12,255	14,120	13,820	-300	-2.1
70 Equipment & Equipment Rental	247	47	25	25	0	0.0
Subtotal Nonpersonal Services (NPS)	23,216	21,634	25,188	19,185	-6,003	-23.8
Total Proposed Operating Budget	30,228	24,177	28,124	22,309	-5,815	-20.7

Expenditure by Program

This funding is budgeted by program and Office of the Deputy Mayor for Planning and Economic Development has the following program structure:

Figure EB0-1

Office of the Deputy Mayor for Planning and Economic Development



Gross Funds

The proposed budget is \$22,308,995 representing a decrease of \$5,815,093, or 20.7 percent, from the FY 2004 approved budget of \$28,124,088. There are 36.0 FTEs for the agency, no change from FY 2004.

General Funds

Local funds. The proposed budget is \$4,633,995 representing an increase of \$326,334 or 7.6 percent from the FY 2004 budget of \$4,307,662. There are 24 FTEs for the agency,

no change from FY 2004. Major changes include:

- An increase of \$420,078 in fixed costs.
- Increase of \$176,467 for other services and charges.
- A decrease of \$6,489 in supplies and materials.
- An net decrease of \$263,722 due primarily to the movement of personal services costs for the Home Again initiative to capital funding.

Special Purpose Revenue Funds

The proposed budget is \$17,675,000, representing a decrease of \$6,141,426 or 25.8 percent from the FY 2004 budget of \$23,816,426. There are 12 FTEs for the agency, no change from FY 2004. Major changes in this fund include:

- A net decrease of \$6,141,426 due primarily to lowered revenue projections for the Industrial Revenue Bond and the Commercial Trust funds.

Programs

The Office of the Deputy Mayor for Planning and Economic Development is committed to the following programs:

Deputy Mayor for Planning and Economic Development

	FY 2004	FY 2005
Budget	\$27,057,855	\$20,830,265
FTEs	32.0	32.0

Program Description

The **Deputy Mayor for Planning & Economic Development** program primarily supports the Citywide Strategic Priority Area of Promoting Economic Development. The purpose of this program is to provide specialized, strategic economic development assistance, including financing program and policy development and inter-agency coordination services to businesses, developers and community stakeholders so that they can pursue ventures that revitalize neighborhoods, expand and diversify the local economy and provide economic opportunity for District residents.

The program is comprised of the following activities:

- **Agency Oversight/Support** - monitors agency performance and provide resources or direction to Mayoral agencies so that they can overcome obstacles and achieve their strategic goals.
- **Community Outreach/Constituent Services** - provides information and referrals to constituents so that the specific issues they raise are resolved by the appropriate economic

development cluster agency in accordance with District customer service standards.

- **Economic Development Financing** - provides gap financing and other economic assistance services to businesses to leverage private sector investment in neighborhood retail, commercial, employment and housing opportunities for District residents.
- **reSTORE D.C.** - provides training sessions, technical assistance consultations, research papers, publications, conferences and limited financial support to community-based organizations so that they can help to retain, expand and attract retail stores and small businesses that employ District residents in neighborhood business districts.
- **Home Again** - reduces slum and blight by renovating vacant and abandoned homes. The initiative also promotes homeownership by selling the renovated homes to new homeowners.
- **Technology Initiative** - promotes and supports the tech industry in the District and assists in the implementation of provisions of the New Economy Transformation Act of 2000.
- **Public/Private Partnerships** - provides organized structures for collaboration, exchange of information and sharing of resources to key business and community groups so that they can effectively participate in the formulation and implementation of District economic development priorities.

Program Budget Summary

This program has a gross funds decrease of \$6,227,590 or 23.0 percent from the FY 2004 approved budget of \$27,057,855. This includes a Local funds decrease of \$86,164, due primarily to the movement of personal services funding for the Home Again initiative to capital funding. The Special Purpose Revenue funds decrease of \$6,141,426 is due primarily to lowered revenue projections for the Industrial Revenue Bond and the Commercial Trust funds. The gross budget supports 32 FTEs, no change from the FY 2004 approved level.

Key Result Measures

Program 1: Deputy Mayor for Planning and Economic Development

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): El Chino Martin, Chief of Staff

Supervisor(s): Eric Price, Deputy Mayor for Planning and Economic

Measure 1.1: Percent of agency key result measure targets achieved

	2004	Fiscal Year 2005	2006
Target	75	70	70
Actual	-	-	-

Measure 1.2: Ratio of private funds leveraged with public funds through Economic Development Finance projects

	2004	Fiscal Year 2005	2006
Target	200.1	225.1	225.1
Actual	-	-	-

Note: The target represents the ratio of private dollars to public dollars (e.g., \$200 private:\$1 public).

Measure 1.3: Ratio of private funds leveraged with public funds through reSTORE DC

	2004	Fiscal Year 2005	2006
Target	3.7	3.7	3.7
Actual	-	-	-

Note: The target represents the ratio of private dollars to public dollars (e.g., \$3 private: \$7 public).

Measure 1.4: Percent change in properties redeveloped through Home Again program

	2004	Fiscal Year 2005	2006
Target	175	14	14
Actual	-	-	-

Note: Measure was modified from a number to a percent change (5/04). FY 2005 and FY 2006 targets reflect percent change

Measure 1.5: Percent increase in District businesses surveyed regarding retention/expansion plans and District business climate factors

	2004	Fiscal Year 2005	2006
Target	300	67	67
Actual	-	-	-

Note: Measure was modified from a number to a percent change (5/04). FY 2005 and FY 2006 targets reflect percent change

Measure 1.6: Percent of vacant and abandoned housing units demolished.

	2004	Fiscal Year 2005	2006
Target			
Actual	-	-	-

Note: New measure added 5/04. FY05 and FY06 targets TBD.

Measure 1.7: Percent of vacant and abandoned housing units brought into compliance with the housing code

	2004	Fiscal Year 2005	2006
Target		95	95
Actual	-	-	-

Note: New measure added 5/04.

Measure 1.8: Percentage of targeted multi-family units funded for rehabilitation

	2004	Fiscal Year 2005	2006
Target			
Actual	-	-	-

Note: New measure added 5/04. FY05 and FY06 targets are TBD.

Measure 1.9: Percentage of targeted new housing units funded

	2004	Fiscal Year 2005	2006
Target			
Actual	-	-	-

Note: New measure added 5/04. FY05 and FY06 targets are TBD.

Measure 1.10: Percent of unemployed adult customers placed in full-time unsubsidized employment

	2004	Fiscal Year 2005	2006
Target		70	
Actual	-	-	-

Note: New measure added 5/04. FY06 target is TBD.

Agency Management

	FY 2004	FY 2005
Budget	\$975,956	\$1,380,218
FTEs	4.0	3.0

Program Description

The Agency Management program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard

for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

This program has a Local funds increase of \$404,262 or 41.4 percent from the FY 2004 approved budget of \$975,956. This change includes the movement of \$319,095 in fixed costs for rent into the agency's budget from the Office of Planning (OP) and the movement of 1.0 FTE and \$98,512 into the AFO program. The gross budget supports 3 FTEs, a decrease of 1.0 from the FY 2004 approved budget.

Key Result Measures

Program 2: Agency Management

Citywide Strategic Priority Area(s): *Making Government Work*

Manager(s): *El Chino Martin, Chief of Staff*

Supervisor(s): *Eric Price, Deputy Mayor for Planning and Economic*

Measure 2.1: Dollars saved by agency-based labor management partnership project(s)

	2004	Fiscal Year 2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 2.2: Percent variance of estimate to actual expenditure (over/under)

	2004	Fiscal Year 2005	2006
Target	5	5	5
Actual	-	-	-

Measure 2.3: Cost of Risk

	2004	Fiscal Year 2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will

seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 2.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	2004	Fiscal Year 2005	2006
Target	4	4	4
Actual	-	-	-

Measure 2.5: Percent of Key Result Measures achieved

	2004	Fiscal Year 2005	2006
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$90,276	\$98,512
FTEs	1.0	1.0

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The purpose of the Agency Financial Operations program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all Performance-Based Budgeting (PBB) agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Office of Planning

www.planning.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$7,827,018	\$6,645,891	\$6,511,502	2.0
FTEs	59.6	67.0	58.0	-13.4

The mission of the Office of Planning (OP) is to provide planning and information services that strategically guide the preservation, revitalization, and development of the Nation's Capital to the citizens and government of the District of Columbia, so that they can participate in a fair and balanced process involving the broadest range of stakeholders.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Promote neighborhood revitalization and preservation for increased physical, economic, and social equity by including 2,000 units of housing in zoning recommendations and neighborhood plans and implement OP's share of the FY 2005 Strategic Neighborhood Action Plan (SNAP) items by FY 2005.
- Promote the revitalization of downtown and waterfront areas for all District residents by advocating for 9,100 units of downtown housing by including them in plans by 2010.
- Promote an efficient, balanced, and inclusive land use regulatory process by continuing to use mediation services to help resolve land use disputes and reviewing 60 major zoning cases in FY 2005.
- Preserve and promote historic assets by annually increasing the number of designated historic properties by six or more, and expanding outreach efforts to ensure effective protection of historic properties.
- Expand outreach, education, and communications to citizens by posting at least half of the OP's plans on its web site within 30 days of their issuance.
- Strengthen the agency's intergovernmental role to ensure effective planning by completing at least 20 percent of the revision process of the District Elements of the Comprehensive Plan amendments by FY 2005.
- Enhance the agency's effectiveness as the principal source of spatial information for planning the future of the District by ensuring that 70 percent of customers in FY 2005 report that they have the key information they need to fulfill their roles in planning the city.

Funding by Source

Tables BD0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Planning.

Table BD0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	6,116	6,196	6,062	-134	-2.2
Total for General Fund	0	6,116	6,196	6,062	-134	-2.2
Federal Grant	0	500	450	450	0	0.0
Total for Federal Resources	0	500	450	450	0	0.0
Private Grant Fund	0	348	0	0	0	0.0
Total for Private Funds	0	348	0	0	0	0.0
Intra-District Fund	0	863	0	0	0	0.0
Total for Intra-District Funds	0	863	0	0	0	0.0
Gross Funds	0	7,827	6,646	6,512	-134	-2.0

Table BD0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	0	60	64	55	-9	-14.1
Total for General Fund	0	60	64	55	-9	-14.1
Federal Resources						
Federal Grant	0	0	3	3	0	0.0
Total for Federal Resources	0	0	3	3	0	0.0
Total Proposed FTEs	0	60	67	58	-9	-13.4

Expenditures by Comptroller Source Group

Table BD0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table BD0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

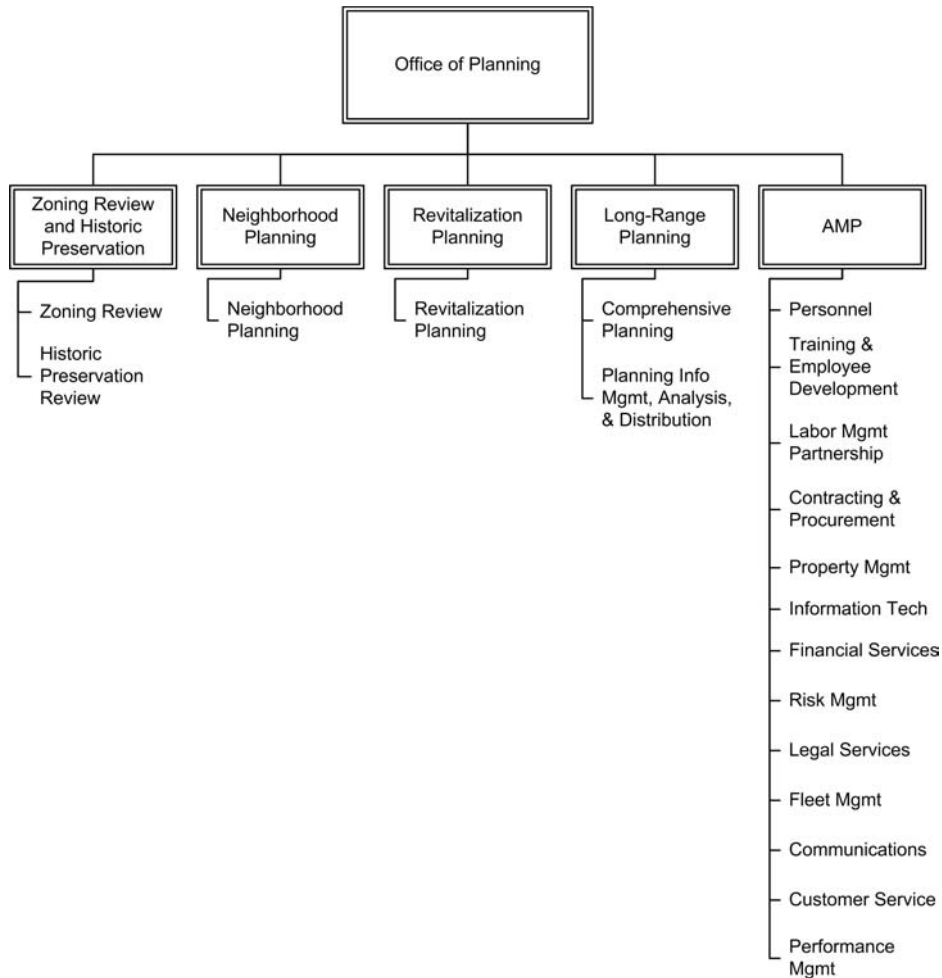
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	0	3,738	4,051	4,140	90	2.2
12 Regular Pay - Other	0	33	0	0	0	0.0
13 Additional Gross Pay	0	29	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	0	597	597	704	107	18.0
Subtotal Personal Services (PS)	0	4,397	4,647	4,844	197	4.2
20 Supplies and Materials	0	38	51	51	0	0.0
30 Energy, Comm. and Bldg Rentals	0	34	0	0	0	0.0
31 Telephone, Telegraph, Telegram, Etc	0	20	73	53	-20	-27.4
32 Rentals - Land and Structures	0	937	1,015	797	-218	-21.5
40 Other Services and Charges	0	1,339	247	250	3	1.4
41 Contractual Services - Other	0	949	493	447	-47	-9.5
70 Equipment & Equipment Rental	0	113	120	70	-50	-41.7
Subtotal Nonpersonal Services (NPS)	0	3,430	1,999	1,667	-331	-16.1
Total Proposed Operating Budget	0	7,827	6,646	6,512	-134	-2.0

Expenditure by Program

This funding is budgeted by program and the Office of Planning has the following program structure:

Figure BD0-1

Office of Planning



Gross Funds

The proposed budget is \$6,511,502 representing a decrease of \$134,389 or 2.0 percent from the FY 2004 approved budget of \$6,645,891. There are 58.0 FTEs for the agency, a decrease of 9.0 FTEs, or 13.4 percent from the FY 2004 approved budget.

General Funds

Local Funds. The proposed budget is \$6,061,502, representing a decrease of \$134,389, or 2.2 percent from the FY 2004 bud-

get of \$6,195,891. There are 55.0 FTEs for this fund, a decrease of 9.0 FTEs, or 14.1 percent from the FY 2004 approved budget.

Changes from the FY 2004 approved local funds budget include:

- A net increase of \$190,390 in personal services due to increased payroll requirements offset partially by the transfer of 9.0 FTEs from local funding to capital funding.
- An increase in fixed cost estimates of \$91,132 that was offset by the transfer of \$319,096 in rental costs from the OP to the Deputy

- Mayor for Economic Development's budget.
- A net decrease of \$46,816 in contractual services costs, and a net decrease of \$50,000 in equipment/equipment rental due to lowered agency requirements compared to FY 2004.

Federal Grants

The proposed budget is \$450,000, representing no change from the FY 2004 budget. There are 3.0 FTEs for this fund, no change from the FY 2004 approved budget.

Programs

The Office of Planning is committed to the following programs:

Zoning Review and Historic Preservation

	FY 2004	FY 2005
Budget	\$2,180,920	\$2,234,807
FTEs	26.3	25.3

Program Description

The **Zoning Review and Historic Preservation** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide expert recommendation, assistance, and facilitation services as well as historic preservation expertise, regulatory enforcement, and financial assistance. These services are provided to government agencies, boards, commissions, and citizens so that they can make informed and educated decisions on zoning proposals, development projects, permit applications, and facilitate the appreciation, preservation and enhancement of historic properties. This program has two activities:

- **Zoning Review** - provides reviews and recommendations on projects and zoning actions within the city to ensure quality development, foster important economic development, protect the District's neighborhoods, and preserve the city's natural resources.
- **Historic Preservation** - provides a host of preservation services, including recommending properties for historic designation, reviewing construction work affecting historic landmarks and districts, commissioning

surveys and other work, and conducting neighborhood outreach.

Program Budget Summary

This program has a gross funds increase of \$53,887 or 2.5 percent over the FY 2004 approved budget of \$2,180,920. The gross funds increase is all in Local funds. This change is due primarily to fully funding the agency's Schedule A, offset by a decrease in contractual services needs. The Federal Grant funds budget of \$450,000 is unchanged from FY 2004. The gross budget supports 25.3 FTEs, a decrease of 1.0 from FY 2004.

Key Result Measures

Program 1: Zoning Review and Historic Preservation

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Ellen McCarthy

Supervisor(s): Andrew Altman, Director

Measure 1.1: Percent of OP reports that meet the expectations of boards/commissions

	Fiscal Year		
	2004	2005	2006
Target	80	85	85
Actual	-	-	-

Measure 1.2: Percent of historic preservation law violations brought into compliance

	Fiscal Year		
	2004	2005	2006
Target	-	50	-
Actual	-	-	--

Note: FY 2004 - 2006 targets are TBD.

Neighborhood Planning

	FY 2004	FY 2005
Budget	\$489,621	\$358,784
FTEs	10.3	4.3

Program Description

The **Neighborhood Planning** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide strategic neighborhood action planning and neighborhood plan development, information, and coordination services to

D.C. citizens, neighborhood stakeholders, and other D.C. agencies so that they can participate in the development of citizen-initiated neighborhood priorities. This program has one activity:

- **Neighborhood Planning** - provides neighborhood planning services that combine citizen engagement and professional planning and technical services designed to strengthen the District's neighborhoods.

Program Budget Summary

This program has a local funds budget decrease of \$130,837, or 26.7 percent from the FY 2004 approved budget of \$489,621. The gross budget supports 4.3 FTEs, a decrease of 6.0 FTEs from the FY 2004 approved budget. The budget decrease is primarily associated with the movement of the 6.0 FTEs to the capital budget.

Key Result Measures

Program 2: Neighborhood Planning

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Ellen McCarthy

Supervisor(s): Andrew Altman, Director

Measure 2.1: Percent of identified cluster stakeholders who participated in neighborhood planning processes

	Fiscal Year 2004	2005	2006
Target	50	50	50
Actual	-	-	-

Revitalization Planning

	FY 2004	FY 2005
Budget	\$1,111,543	\$1,109,573
FTEs	11.3	11.3

Program Description

The **Revitalization Planning** program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of this program is to provide downtown, waterfront, transit-oriented development, and neighborhood commercial revitalization planning services to District citizens, neighborhood stakeholders, and federal and District agencies so that they can have strategic framework plans that

promote short and long-term revitalization and economic development goals for neighborhoods and the city overall. This program has one activity:

- **Revitalization Planning** - provides professional planning services, including project management, urban design, real estate development, project finance, and community engagement.

Program Budget Summary

The program has a gross funds decrease of \$1,970 or 0.2 percent from the FY 2004 approved budget of \$1,111,543. The gross budget supports 11.3 FTEs, no change from the FY 2004 approved level.

Key Result Measures

Program 3: Revitalization Planning

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Toni Griffin

Supervisor(s): Andrew Altman, Director

Measure 3.1: Percent of strategic framework plan implementation items completed by the end of the fiscal year

	2004	Fiscal Year 2005	2006
Target	50	50	25
Actual	-	-	-

Note: FY 2004 target increased from 25 to 50 at the request of the agency (2/04).

Long-Range Planning

	FY 2004	FY 2005
Budget	\$639,755	\$682,512
FTEs	10.0	8.0

Program Description

The purpose of the **Long-Range Planning** program is to provide data analysis, information, and long-range planning services to OP staff, neighborhood stakeholders, citizens, businesses, other District and federal agencies, and other decision-makers of the District so that they can have the information they need to plan, develop, and preserve the city. This program has two activities:

- **Comprehensive Planning** - revises the District Elements of the Comprehensive Plan and monitors its progress and implementation, including the evaluation of government capital improvement proposals using the Comprehensive Plan.
- **Planning Information Management, Analysis, & Distribution** - provides Geographic Information Systems resources and services in-house and for other District agencies and the public, and serves as the State Data Center for the District, where U.S. Census and related data is analyzed and distributed.

Program Budget Summary

This program has a gross funds increase of \$42,757 or 6.7 percent from the FY 2004 approved budget of \$639,755. This change is due primarily to personal services requirements, as well as an increase of \$18,512 to adjust fringe benefits. The gross budget supports 8.0 FTEs, a decrease of 2.0 from the FY 2004 approved level.

Key Result Measures

Program 4: Long-Range Planning

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Andrew Altman, Director

Measure 4.1: Percent of customers who report they have the information they need to fulfill their role in planning the city

	2004	Fiscal Year 2005	2006
Target	60	70	70
Actual	-	-	-

Measure 4.2: Percent of non-life safety, non-OCTO FY 2005 CIP project requests reviewed by the Office of Planning as part of the Budget Review Team

	2004	Fiscal Year 2005	2006
Target	75	75	75
Actual	-	-	-

Agency Management

	FY 2004	FY 2005
Budget	\$2,224,052	\$2,125,825
FTEs	9.1	9.1

Program Description

The **Agency Management** program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

This program has a gross budget decrease of \$98,227, or a 4.4 percent from the FY 2004 approved budget of \$2,224,052. The net change is due primarily to an increase in personal services to fully fund the Schedule A and an increase of \$91,132 for fixed costs based on revised estimates from the Office of Property Management, offset by the transfer of \$319,096 for rent from this agency into the Office of the Deputy Mayor for Planning and Economic Development. The gross budget supports 9.1 FTEs, no change from the FY 2004 approved level.

Key Result Measures

Program 5: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): David King

Supervisor(s): Andrew Altman, Director

Measure 5.1: Dollars saved by agency-based labor management partnership project(s)

	2004	Fiscal Year 2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004.

Measure 5.2: : Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Measure 5.3: : Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 5.4: : Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee los

Measure 5.5: : Percent of Key Result Measures Achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Office of Local Business Development

www.olbd.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$958,743	\$1,128,949	\$1,039,532	-7.9
FTEs	8.0	10.0	10.0	0.0

The mission of the Office of Local Business Development (OLBD) is to process applicants into the local, small and disadvantaged business enterprise (LSDBE) program fostering economic development and job creation in the District of Columbia. The OLBD advocates for inclusion of LSDBEs in contracting opportunities with District government agencies and private sector partners. OLBD also monitors District agency and private sector memoranda of understanding (MOU) partners to ensure compliance with LSDBE goals.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Continue monitoring District agencies LSDBE compliance while providing assistance to District agencies so that they may achieve their LSDBE goals.
- Continue to assist and educate District based business owners on the LSDBE application process to improve their knowledge of the District's set aside and local business preference programs.

Funding by Source

Tables EN0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Local Business Development.

Table EN0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	959	1,129	1,040	-89	-7.9
Total for General Fund	0	959	1,129	1,040	-89	-7.9
Gross Funds	0	959	1,129	1,040	-89	-7.9

Table EN0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
<u>General Fund</u>						
Local Fund	0	8	10	10	0	0.0
Total for General Fund	0	8	10	10	0	0.0
Total Proposed FTEs	0	8	10	10	0	0.0

Gross Funds

The proposed budget is \$1,039,532, representing a decrease of \$89,417 or 7.9 percent from the FY 2004 approved budget of \$1,128,949. There are 10.0 FTEs for the agency, no change from the FY 2004 approved budget.

and charges, due primarily to the elimination of two intern positions.

- An increase of \$4,951 in personal services.
- A net increase of \$7,949 in supplies and equipment.

General Funds

Local Funds. The proposed budget is \$1,039,532 representing a decrease of \$89,417, or 7.9 percent from the FY 2004 budget of \$1,128,949. There are 10 FTEs, no change from FY 2004.

The significant changes from FY 2004 approved budget are:

- Net decrease of \$28,396 in fixed costs.
- A net decrease of \$73,921 in other services

Expenditures by Comptroller Source Group

Table EN0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table EN0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

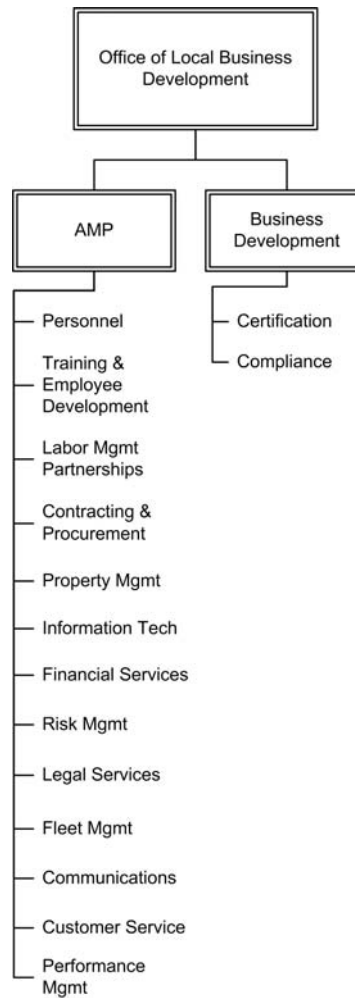
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	0	560	622	615	-7	-1.1
12 Regular Pay - Other	0	1	0	0	0	0.0
13 Additional Gross Pay	0	10	0	9	9	N/A
14 Fringe Benefits - Curr Personnel	0	91	95	97	2	2.4
Subtotal Personal Services (PS)	0	662	717	722	5	0.7
20 Supplies and Materials	0	19	19	20	0	2.4
30 Energy, Comm. and Bldg Rentals	0	16	18	14	-4	-21.5
31 Telephone, Telegraph, Telegram, Etc	0	4	18	23	5	27.1
32 Rentals - Land and Structures	0	11	65	22	-43	-66.1
33 Janitorial Services	0	0	11	9	-2	-17.4
34 Security Services	0	0	15	12	-3	-19.8
35 Occupancy Fixed Costs	0	0	0	18	18	N/A
40 Other Services and Charges	0	225	242	168	-74	-30.6
70 Equipment & Equipment Rental	0	21	24	31	7	31.3
Subtotal Nonpersonal Services (NPS)	0	297	412	319	-93	-22.9
Total Proposed Operating Budget	0	959	1,129	1,040	-88	-7.9

Expenditure by Program

This funding is budgeted by program and OLBD has the following program structure:

Figure EN0-1

Office of Local Business Development



Programs

The Office of Local Business Development is committed to the following programs:

Business Development

	FY 2004*	FY 2005
Budget	\$880,070	\$807,049
FTEs	9.0	9.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Business Development** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to process applicants into the local, small and disadvantaged business enterprise (LSDBE) program, fostering economic development and job creation in the District of Columbia. The OLBD advocates for inclusion of LSDBEs in contracting opportunities with District government agencies and private sector partners. OLBD also monitors District agency

and private sector memorandum of understanding (MOU) partners to ensure compliance with LSDBE goals. The program is comprised of the following activities:

- **Certification** - provides application services to local, small businesses so that they can compete for District government contracts and ensure that District agencies have a qualified pool of certified LSDBE vendors.
- **Compliance** - monitors, audits, and evaluates District government agencies and private sector MOU partners and reports to the Mayor and District Council to determine compliance with D.C. Law 12-268, Mayor's Order 85-85 and private sector agreements, respectively.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, a gross comparison of the agency's budget can be done. This program has a gross funds budget decrease of \$73,021 or 8.3 percent from the FY 2004 request of \$880,070. The gross budget request supports 9 FTEs, no change from FY 2004. Changes include:

- A reduction of \$54,000 due to the elimination of funding for two intern positions, one of which assisted in certification and one in agency compliance monitoring.
- A reduction of \$23,000 due to the cancellation of a plan to replace outdated office equipment.
- An increase of \$3,979 due to programmatic realignment into a PBB structure.

Key Result Measures

Program 1: Business Development

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Nicole Copeland; Andre Banks

Supervisor(s): Jacquelyn Flowers, Director

Measure 1.1: Percent of applications processed within 45 days for forwarding to the LBOC Commission

	Fiscal Year	
	2005	2006
Target	60	70
Actual	-	-

Measure 1.2: Percent of certificates issued within 15 days of Commission approval

	Fiscal Year	
	2005	2006
Target	100	100
Actual	-	-

Note: Measure wording changed (5/2004).

Measure 1.3: Percent of noncompliant agencies scheduled for a meeting within 15 days after quarterly reporting

	Fiscal Year	
	2005	2006
Target	60	70
Actual	-	-

Note: Measure wording changed (5/2004).

Measure 1.4: Percent of AAPs received that will be processed within 10 days

	Fiscal Year	
	2005	2006
Target	70	80
Actual	-	-

Note: Measure wording changed (5/2004).

Measure 1.5: Percent of noncompliant MOU partners scheduled for a meeting within 45 days of quarterly reporting

	Fiscal Year	
	2005	2006
Target	50	60
Actual	-	-

Note: Measure wording changed (5/2004).

Agency Management

	FY 2004	FY 2005
Budget	\$248,879	\$232,483
FTEs	1.0	1.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The Agency Management program provides operational support to the agency so it has the tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting (PBB) agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, a gross comparison of the agency's budget can be done. This program has a gross funds decrease of \$16,396 or 6.6 percent from the FY 2004 approved budget of \$248,879 and supports one FTE, no change from FY 2004. This decrease is primarily due to the programmatic realignment into a PBB structure.

Key Result Measures

Program 2: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Jacquelyn Flowers, Director

Supervisor(s): Jacquelyn Flowers, Director

Measure 2.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 2.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 2.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 2.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Measure 2.5: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	70	70
Actual	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Office of Motion Picture and Television Development

www.film.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$443,321	\$569,246	\$564,155	-0.9
FTEs	4.0	5.0	5.0	0.0

The mission of the Office of Motion Picture and Television Development (OMPTD) is to initiate and implement programs aimed at generating revenue and stimulating employment opportunities in the District through the production of film, video, photography and multimedia projects.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Expand the overall level of motion picture and television production activity in the District by achieving a 5 percent annual increase in the level of production activity between FY 2005-2007.
- Provide temporary employment and training opportunities in the motion picture and television industry by achieving a 5 percent annual increase in the number of temporary employment and training opportunities between FY 2005-2007.
- Provide opportunities for local businesses to become involved in the motion picture and television production process by achieving 5 percent annual increase in the number of local businesses to become involved in the production process between FY 2005-2007.

First there was Hollywood, the glamorous West Coast birthplace of the movies, and then

there was Baliwood, the center for India's burgeoning film industry. Now Washington, D.C., long the scene of political drama, is coming into its own as "Docuwood." What Hollywood is to feature films, the District is to documentaries. Today, the Washington region is home to three of the largest producers and broadcasters (Public Broadcasting Service in Alexandria, Virginia, the Discovery Channel in Silver Spring, Maryland and National Geographic Channel, headquartered in the District). "Docuwood" played the "silent star" in the British Broadcasting Corporation's "The Third Degree," Rain Media's "Frontline Documentary on Iraq," Granada Television's "K-9 Boot Camp" and Sony Classics' Academy Award winning documentary, "Fog of War."

It also played a starring role in action-packed, comedic, political, intriguing and edge of your seat dramas. Shows such as NBC's "The West Wing," CBS's "The District" and "NCIS," Comedy Central's "The Daily Show," Turner

Network Television's "Christmas in Washington" and HBO's reality-based series, "K Street," kept the District on the television map. Popular films like "Legally Blonde 2," Lion's Gate's "Shattered Glass," 20th Century Fox's "Day After Tomorrow," Warner Brothers' "Chasing Liberty," and Paramount Pictures' "The Manchurian Candidate" ensured that the city appeared on screens across the country. Also scores of commercials, documentaries, feature films, corporate, music and education videos are slated to cast the District in a supporting role in FY 2005.

Gross Funds

The proposed budget is \$564,155, representing a decrease of \$5,091 or 0.9 percent from the FY 2004 approved budget of \$569,246. There are 5.0 FTEs for the agency, representing no change from FY 2004. This agency's budget is comprised entirely of Local funds.

Funding by Source

Tables TK0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Motion Picture and Television Development.

Table TK0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	443	569	564	-5	-0.9
Total for General Fund	0	443	569	564	-5	-0.9
Gross Funds	0	443	569	564	-5	-0.9

Table TK0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	0	4	5	5	0	0.0
Total for General Fund	0	4	5	5	0	0.0
Total Proposed FTEs	0	4	5	5	0	0.0

Note: Prior to FY 2003, the OMPTD was an agency within the Business Services and Economic Development agency. Therefore, no data exists for FY 2002.

Expenditure by Comptroller Source Group

Table TK0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table TK0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

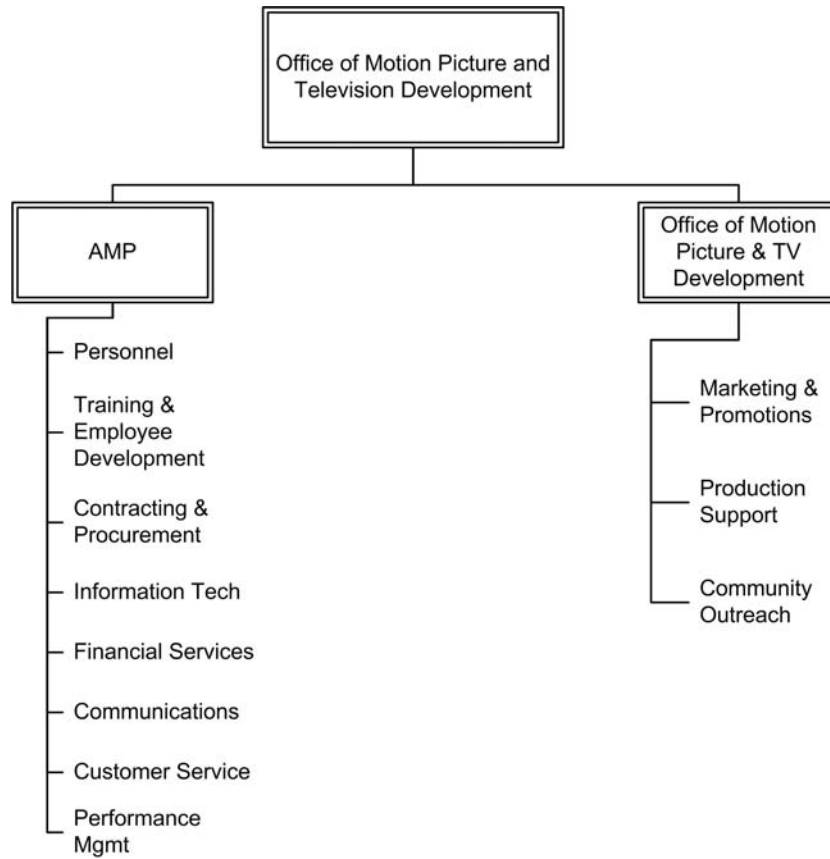
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	0	156	280	171	-109	-39.1
12 Regular Pay - Other	0	23	1	129	128	9,916.8
13 Additional Gross Pay	0	1	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	0	26	45	42	-3	-5.7
15 Overtime Pay	0	0	0	0	0	0.0
Subtotal Personal Services (PS)	0	205	326	342	16	4.9
20 Supplies and Materials	0	6	5	5	0	0.0
30 Energy, Comm. and Bldg Rentals	0	6	6	4	-2	-30.8
31 Telephone, Telegraph, Telegram, Etc	0	3	10	12	3	28.1
32 Rentals - Land and Structures	0	6	11	0	-11	-100.0
33 Janitorial Services	0	0	4	3	-1	-27.2
34 Security Services	0	0	5	4	-1	-29.3
35 Occupancy Fixed Costs	0	0	0	5	5	100.0
40 Other Services and Charges	0	210	195	182	-14	-7.0
70 Equipment & Equipment Rental	0	7	8	8	0	0.0
Subtotal Nonpersonal Services (NPS)	0	238	243	222	-21	-8.7
Total Proposed Operating Budget	0	443	569	564	-5	-0.9

Expenditure by Program

The Office of Motion Picture and Television Development has the following program structure:

Figure TK0-1

Office of Motion Picture and Television Development



Programs

The Office of Motion Picture and Television Development is committed to the following programs:

Motion Picture and Television Development

	FY 2004*	FY 2005
Budget	\$412,133	\$411,541
FTEs	3.0	3.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Motion Picture and Television Development** program promotes the District in the U.S. and abroad as a major venue for production activity. These outreach efforts generate revenue for the District and include the following forms of production: feature films, short films, television series, television specials, commercials, documentaries and corporate, music and education videos. This program also promotes the use of local film and video resources, and provides pre-production, production and post-production assistance to producers filming in the city. In addition, this program stimulates employment opportunities in the District through the production of film,

video, photography, and multimedia projects. This program has three activities:

- **Marketing and Promotions** - provides the industry with information on the District's audio-visual industry, including its technical and creative talent, its studios and facilities, and its extensive choice of locations so that the District will be the venue of choice and benefit from the positive economic impact.
- **Production Support** - supports filmmakers through a range of services designed to save them time, money and effort so that they will perceive the District as a film friendly environment.
- **Community Outreach** - gives filmmakers an opportunity to become involved in local activities so that they become part of the community in which they are working.

Program Budget Summary

Since this agency transitions to performance-based budgeting in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, there are no significant changes in funding or FTE levels for this program.

Key Result Measures

Program 1: Motion Picture and Television Development

Citywide Strategic Priority Area(s): Promoting

Economic Development

Supervisor: Crystal Palmer, Director

Measure 1.1: Percent of all forms of contact (trade shows, presentations, direct mail campaign, e-photo delivery) that result in an actual project

	Fiscal Year	
	2005	2006
Target	40	45
Actual	-	-

Measure 1.2: Percent of filmmakers that rank the overall film experience in D.C. as satisfactory or most satisfactory

	Fiscal Year	
	2005	2006
Target	90	92
Actual	-	-

Measure 1.3: Percent change in registered homes and businesses on the Celluloid City Directory

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Agency Management

	FY 2004*	FY 2005
Budget	\$157,113	\$152,614
FTEs	2.0	2.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Agency Management** program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to performance-based budgeting in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. Significant changes include a decrease of \$2,051 based on revised occupancy fixed costs.

Key Result Measures

Program 2: Agency Management

Citywide Strategic Priority Area(s): Promoting

Economic Development

Supervisor: Crystal Palmer, Director

Measure 2.1: Percent variance of estimate to actual expenditure

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 2.2: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 2.3: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Targets will be established for agencies that will be added to the Mayor's Telephone Service Quality Standards tester pool prior to the submission of the District's budget to Congress in June 2004.

Measure 2.4: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	70	70
Actual	-	-

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Office of Zoning

www.dcoz.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$2,371,337	\$2,553,349	\$2,580,947	1.1
FTEs	16.0	17.0	17.0	0.0

The mission of the Office of Zoning (OZ) is to provide administrative, professional and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in the maintenance and regulation of zoning in the District of Columbia.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- By FY 2005, the following will be available on the Office of Zoning's website:
 - 90 percent of all BZA and ZC orders, word-searchable, from 1960 to present;
 - 90 percent of all word-searchable meeting and hearing transcripts from 1998 to present;
 - 85 percent of all Office of Zoning forms;
 - 50 percent of BZA and ZC live hearings and meetings available.
- By FY 2005, the Enterprise Database System (IZIS) will be 40 percent implemented.
- By FY 2005, 30 percent of the FY 2002 Zoning Regulations updates will be completed.
- By FY 2005, 80 percent of the D.C. Geographic Information System will be implemented.

- By FY 2005, 95 percent of inquiries by telephone and e-mail will be responded to within 48 hours.

Funding by Source

Tables BJ0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Zoning.

Table BJ0 -1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	1,892	2,302	2,553	2,581	28	1.1
Total for General Fund	1,892	2,302	2,553	2,581	28	1.1
Federal Payments	0	70	0	0	0	0.0
Total for Federal Resources	0	70	0	0	0	0.0
Gross Funds	1,892	2,371	2,553	2,581	28	1.1

Table BJ0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	17	16	17	17	0	0.0
Total for General Fund	17	16	17	17	0	0.0
Total Proposed FTEs	17	16	17	17	0	0.0

Expenditures by Comptroller Source Group

Table BJ0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table BJ0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent* Change
11 Regular Pay - Cont Full Time	1,010	1,142	1,128	1,214	85	7.5
12 Regular Pay - Other	0	1	0	0	0	0.0
13 Additional Gross Pay	2	4	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	157	198	171	208	37	22.0
15 Overtime Pay	-2	0	0	0	0	0.0
Subtotal Personal Services (PS)	1,167	1,346	1,299	1,422	123	9.4
20 Supplies and Materials	30	52	56	56	0	0.0
30 Energy, Comm. and Bldg Rentals	16	15	38	31	-6	-17.1
31 Telephone, Telegraph, Telegram, Etc	9	14	25	19	-7	-26.6
32 Rentals - Land and Structures	12	10	37	0	-37	-100.0
33 Janitorial Services	8	8	17	19	2	14.4
34 Security Services	13	13	21	26	5	26.2
35 Occupancy Fixed Costs	0	0	0	41	41	100.0
40 Other Services and Charges	78	197	277	277	0	0.0
41 Contractual Services - Other	506	645	712	619	-93	-13.1
70 Equipment & Equipment Rental	54	71	71	71	0	0.0
Subtotal Nonpersonal Services (NPS)	725	1,025	1,254	1,159	-95	-7.6
Total Proposed Operating Budget	1,892	2,371	2,553	2,581	28	1.1

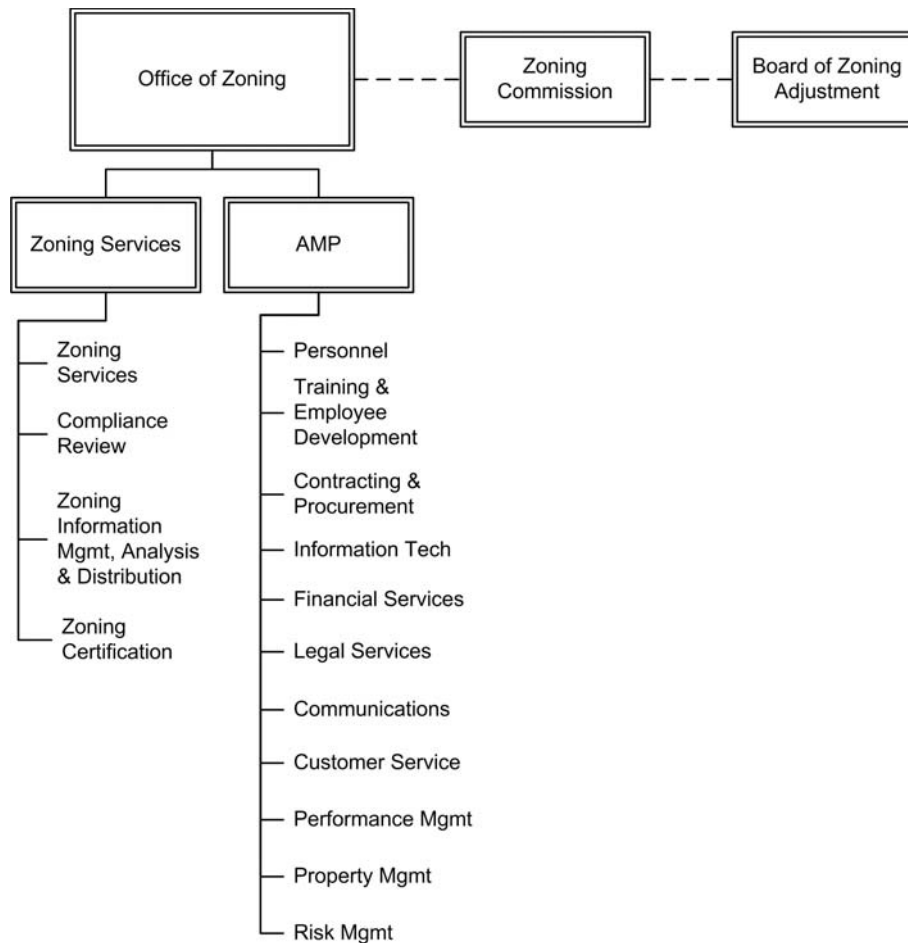
*Percent change is based on whole dollars.

Expenditure by Program

This funding is budgeted by program and Office of Zoning has the following program structure:

Figure BJ0-1

Office of Zoning



Gross Funds

The proposed budget is \$2,580,947, representing an increase of \$27,598, or 1.1 percent from the FY 2004 approved budget of \$2,553,349. There are 17.0 FTEs for the agency, representing no change from FY 2004. The agency's budget is comprised entirely of Local funds. Significant changes include an increase of \$123,000 in personal services and a \$93,000 offsetting reduction in contractual services.

Programs

The Office of Zoning is committed to the following programs:

Zoning Services

	FY 2004*	FY 2005
Budget	\$1,920,684	\$1,920,684
FTEs	12.0	12.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Zoning** program provides zoning services, compliance review, information technology services and zoning certifications for the Board of Zoning Adjustment, Zoning Commission, other District agencies, applicants, stakeholders and community, business and District citizens, so that they may have the information necessary to guide them through the zoning process.

This program has four activities:

- **Zoning Services** - provides support services to the Zoning Commission and Board of Zoning Adjustment so that they can maintain and regulate zoning in the District of Columbia.
- **Compliance Review** - provides investigation and evaluation services for complaints of non-compliance with the conditions in ZC and BZA orders to the public so non-compliance issues can be resolved or referred by report to the Department of Consumer and Regulatory Affairs (DCRA) for enforcement.
- **Zoning Information Management, Analysis and Distribution** - provides new systems to automate zoning information and facilitate delivery of zoning services to the public and other District agencies so that they can access detailed, word-searchable information for analytical research 24 hours a day.
- **Zoning Certifications** - provides authentication of zoning classification of property to the public, developers, architects, lawyers, realtors, tax assessors, land owners and others in the land use business so that they can have an official (notarized) recognition of zoning from the District of Columbia government. In addition, it provides certification of case files so that the courts can have the full case documents required for decision making.

Program Budget Summary

Since this agency transitions to Performance Based-Budgeting (PBB) in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on program-by-program basis. There are no significant changes in funding or FTE levels for this program.

Key Result Measures

Program 1: Zoning Services

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Clifford Moy, Acting Secretary, BZA; Alberto Bastida, Secretary, ZC; Olutoye Bello, Compliance Review Manager; Nyambi A. Nyambi, Chief Technology Officer; Richard S. Nero, Jr., Chief Quality Management

Supervisor(s): Jerrily R. Kress, Director

Measure 1.1: Percent of BZA application cases heard within 80 days after acceptance of application

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Note: Measure wording changed at request of agency (5/04).

Measure 1.2: Percent of ZC contested cases heard within 90 days after supplement

	Fiscal Year	
	2005	2006
Target	80	80
Actual	-	-

Note: Measure wording changed at request of agency (5/04)..

Measure 1.3: Percent of compliance issues that are resolved without referral to DCRA

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.4: Percent of customers who report that they were satisfied with service (information they require on the OZ website, at seminars or in the electronic reading room)

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Note: Measure wording changed at request of agency (5/04)..

Measure 1.5: Percent of zoning certifications provided within 30 calendar days from receipt of full application

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.6: Percent of case files certified for court records within statutory established timeframe

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Agency Management

	FY 2004*	FY 2005
Budget	\$632,665	\$660,263
FTEs	5.0	5.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The Agency Management program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all PBB agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on program-by-program basis. A net increase of \$27,598 is due partially to higher fixed costs.

Key Result Measures**Program 2: Agency Management**

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Jerrily R. Kress, Director

Supervisor(s): Jerrily R. Kress, Director

Measure 2.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 2.2: Percent variance of estimate to actual**expenditure (over/under)**

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 2.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 2.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Targets will be established for agencies that will be added to the Mayor's Telephone Service Quality Standards tester pool prior to the submission of the District's budget to Congress in June 2004.

Measure 2.5: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	70	70
Actual	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Department of Housing and Community Development

www.dhcd.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$52,764,575	\$93,532,337	\$145,265,281	55.3
FTEs	114.0	130.0	135.0	3.8

The mission of the Department of Housing and Community Development (DHCD) is to be a catalyst in neighborhood revitalization by strategically leveraging public funds with private and non-profit partners for low-to-moderate income District residents. The department promotes the preservation, rehabilitation and development of housing, increases home ownership, and supports community and commercial initiatives.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Between FY 2004 and FY 2006, DHCD will increase homeownership for low-to-moderate income residents by converting more than 600 units of rental housing to condominium or cooperative homeownership, promoting home ownership and protecting existing low-moderate income households from displacement; providing more than 700 Home Purchase Assistance Program (HPAP) loans to first-time home buyers; funding the counseling of 12,000 households for homeownership or housing crisis assistance.
- Between FY 2004 and FY 2006, DHCD will preserve and increase the supply of affordable housing for renters and owners by financing the rehabilitation of more than 3,000 multi-family and 100 single-family units so that these units can provide safe and sanitary housing for current and new District residents; and financing the construction of 600 new single and multi-family units, including more than 100 special needs units, to improve the financial and physical accessibility of housing.
- DHCD will commit and spend its allocation of Federal funds in a timely manner, committing HOME Investment Partnership program funds within two years of receipt; spending HOME funds within five years of receipt; maintaining Community Development Block Grant (CDBG) letter of credit balance within the 1.5 limit annually; spending Emergency Shelter Grants (ESG) funds within two years of receipt.
- Between FY 2004 and FY 2006, DHCD will fund neighborhood revitalization efforts in targeted areas by assisting 10 to 15 businesses with micro-loans, either directly or

through the H Street Community Development Corporation, to support business and job expansion; financing the provision of technical assistance to more than 900 small businesses as well as creating or retaining jobs through DHCD-financed development projects.

- In FY 2004 and beyond, DHCD will improve the reliability of information by establishing a communications system that includes an ongoing review of all Standard Language Agreements (SLA) and Memoranda of Understanding (MOU) between DHCD and central support agencies.
- Establishment of quarterly information sessions with all employees regarding agency finances and performance; continuation of weekly financial coordination sessions with the CFO, the Director and managers; participation in interagency workgroups on issues with Housing Development Software and the Integrated Disbursement Information System; creation and maintenance of an Intranet that meets the needs of DHCD and complies with Office of the Chief Technology Officer (OCTO) standards.
- By FY 2006, DHCD will retain and recruit a well-trained workforce to meet customer expectations and needs by reviewing and updating 33.0 percent of agency job descriptions each year; implementing 70.0 percent of employee Individual Development Plans (IDPs) in FY 2004, and the remaining 30 percent in FY 2005; ensuring that 100.0 percent of employees receive a satisfactory or above on their performance evaluations and meet their training goals by the end of FY 2005.

Gross Funds

The proposed budget is \$145,265,281, representing an increase of 55.3 percent or \$51,732,944 from the approved FY 2004 of \$93,532,337. There are 135.0 total FTEs for the agency, an increase of 5.0 FTEs, or 3.8 percent, from the FY 2004 approved budget. Significant changes include an increase of \$47,700,504 in subsidies and transfers for the Development

Finance Division activity, which includes initiatives associated with the Housing Production Trust Fund. More information about this fund is detailed in the Housing Production Trust Fund section, as well as in the Affordable Housing/Real Estate Development program budget description. Other increases include \$1,296,475 in personal services, \$1,106,964 in fixed costs (energy, telephone, and rent), and \$2,193,329 in other services and charges and contractual services. Reductions include \$82,159 in equipment needs.

General Fund

Local Funds. The proposed budget is \$2,339,960, representing a decrease of 42.7 percent or \$1,745,899 from the FY 2004 approved budget of \$4,085,859. There are 5.0 FTEs for this fund, no change from the FY 2004 approved budget.

Special Purpose Revenue Funds. The proposed budget is \$94,939,802, representing an increase of 97.0 percent or \$46,753,772 from the FY 2004 approved budget of \$48,186,030. There are 4.0 FTEs for this fund, compared with no FTEs in FY 2004.

Housing Production Trust Fund

The Housing Production Trust Fund (HPTF), established in FY 2002, is administered by DHCD to provide financial assistance to a variety of affordable housing programs and opportunities across the District. The HPTF funds initiatives to build affordable rental housing, preserve expiring federal-assisted housing, and help provide affordable homeownership opportunities for low-income families.

Budget authority for all expenditures from this fund is within DHCD's gross annual budget. In FY 2001, the sale of the Department of Employment Services building to the Newseum provided the initial funding to the HPTF, totaling \$25 million. In FY 2002, the Housing Act earmarked 15 percent of deed recordation and transfer taxes for the HPTF with the intent of establishing ongoing appropriations.

The FY 2005 proposed expenditure budget

for the HPTF is approximately \$87 million, an increase of 112.2 percent, or \$46 million from the FY 2004 approved budget of \$41 million. This represents an estimated carry-over fund balance of \$47 million from FY 2004 and approximately \$40 million in anticipated revenue in FY 2005.

DHCD, as the agency that oversees the fund, establishes spending plans for use of these funds, impacting a wide variety of housing programs. The Housing Act legislates that funds be equally shared to promote and enable affordable rental and residential housing in the District. Eighty percent of the funds are targeted to households with incomes of 50 percent of area median incomes or less.

The funds support numerous housing initiatives in the District. Under DHCD's current spending plan, uses for the HPTF include tenant

and third-party nonprofit purchase and rehabilitation of multifamily buildings, the development of elderly and special needs barrier-free housing units, and the development of rental and for-sale housing.

Federal Grants

The proposed budget is \$47,985,519, representing an increase of 16.3 percent or \$6,725,071 from the FY 2004 approved budget of \$41,260,448. There are 126.0 FTEs for this fund, an increase of 1.0 FTE, or 0.8 percent from FY 2004. Significant increases include two new federal grants to address lead-based paint safety issues totaling \$3,796,519 for FY 2005. Four FTEs were moved to special purpose revenue funds due to increased funding of the HPTF.

Funding by Source

Tables DB0-1 and 2 show the sources of funding and FTEs by fund type for the Department of Housing and Community Development.

Table DB0 -1
FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	5,425	5,787	4,086	2,340	-1,746	-42.7
Special Purpose Revenue Fund	2,860	4,395	48,186	94,940	46,754	97.0
Total for General Fund	8,285	10,182	52,272	97,280	45,008	86.1
Federal Payments	0	63	0	0	0	0.0
Federal Grant	57,903	42,520	41,260	47,986	6,725	16.3
Total for Federal Resources	57,903	42,582	41,260	47,986	6,725	16.3
Private Grant Fund	1,750	0	0	0	0	0.0
Total for Private Funds	1,750	0	0	0	0	0.0
Intra-District Fund	81	0	0	0	0	0.0
Total for Intra-District Funds	81	0	0	0	0	0.0
Gross Funds	68,019	52,765	93,532	145,265	51,733	55.3

Table DB0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	16	12	5	5	0	0.0
Special Purpose Revenue Fund	0	0	0	4	4	100.0
Total for General Fund	16	12	5	9	4	80.0
Federal Resources						
Federal Grant	93	102	125	126	1	0.8
Total for Federal Resources	93	102	125	126	1	0.8
Total Proposed FTEs	108	114	130	135	5	3.8

Expenditures by Comptroller Source Group

Table DB0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table DB0 -3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

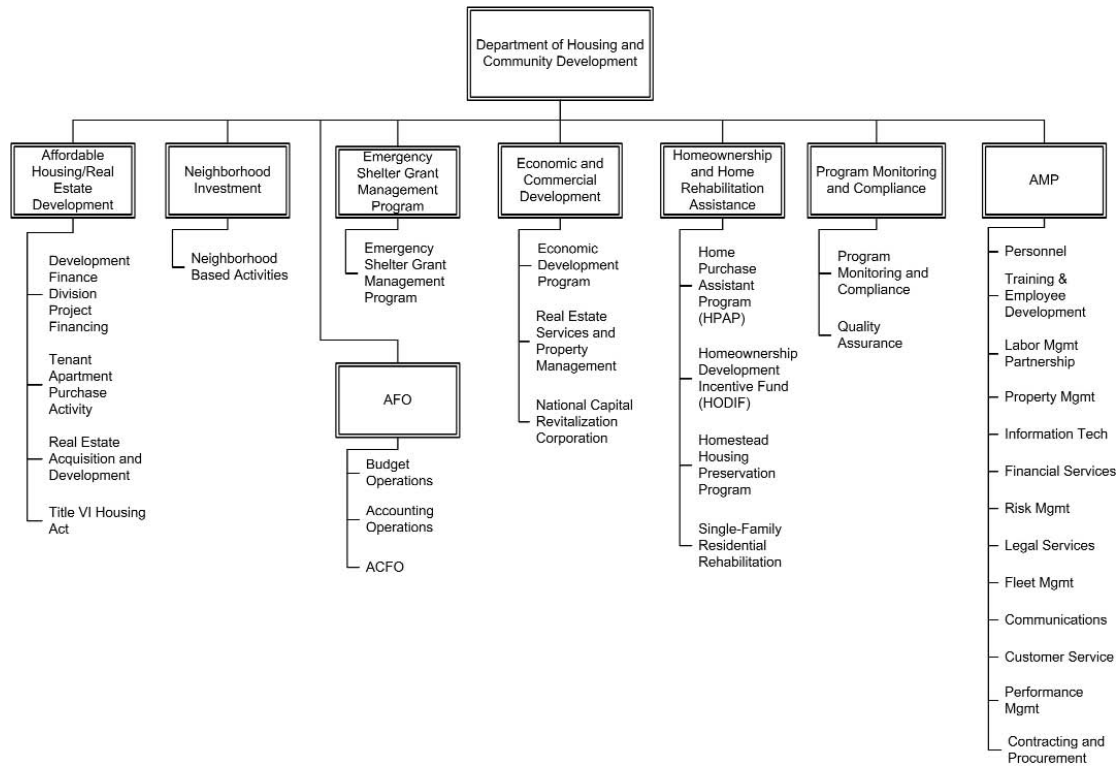
(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	6,588	6,573	7,435	7,823	388	5.2
12 Regular Pay - Other	124	170	257	999	742	288.2
13 Additional Gross Pay	-14	49	104	102	-2	-2.0
14 Fringe Benefits - Curr Personnel	975	1,019	1,145	1,293	149	13.0
15 Overtime Pay	34	25	33	53	20	59.8
Subtotal Personal Services (PS)	7,706	7,835	8,973	10,270	1,296	14.4
20 Supplies and Materials	73	46	118	130	12	10.1
30 Energy, Comm. and Bldg Rentals	18	16	0	47	47	100.0
31 Telephone, Telegraph, Telegram, Etc	67	140	155	151	-4	-2.7
32 Rentals - Land and Structures	1,373	1,510	1,607	2,672	1,064	66.2
33 Janitorial Services	0	75	0	0	0	0.0
34 Security Services	76	0	85	93	8	10.0
40 Other Services and Charges	1,623	3,277	1,606	2,779	1,172	73.0
41 Contractual Services - Other	3,767	2,763	5,473	6,494	1,021	18.7
50 Subsidies and Transfers	53,028	36,883	75,384	122,582	47,198	11.6
70 Equipment & Equipment Rental	287	219	131	49	-82	-62.5
Subtotal Nonpersonal Services (NPS)	60,313	44,930	84,559	134,995	50,436	59.6
Total Proposed Operating Budget	68,019	52,765	93,532	145,265	51,733	55.3

Expenditure by Program

The agency is budgeted by program and the Department of Housing and Community Development has the following program structure:

Figure DB0-1
Department of Housing and Community Development



Programs

The Department of Housing and Community Development is committed to the following programs:

Homeownership and Home Rehabilitation Assistance

	FY 2004	FY 2005
Budget	\$18,189,358	\$15,648,070
FTEs	13.0	15.0

Program Description

The Homeownership and Home Rehabilitation Assistance program provides financial assistance for low and moderate-income households for the purpose of first-time home

purchase and/or home rehabilitation and preservation through the following four activities:

- **Home Purchase Assistance Program (HPAP)** - provides down payment and closing cost assistance to low, lower and moderate-income District residents so that they can become first-time home-buyers in the District of Columbia.
- **Single Family Residential Rehabilitation** - provides financial assistance for rehabilitation to income-qualified, owner-occupant District residents to preserve homeownership.
- **Homestead Housing Preservation** - provides single and multi-family tax delinquent properties for non-profit redevelopers and

income-qualified District residents to increase the number of affordable units.

- **Homeownership Development Incentive Fund (HODIF)** - provides grants to non-profit housing providers so that they can build or rehabilitate affordable homeowner units.

Program Budget Summary

The proposed budget of \$15,648,070 represents a decrease of \$2,541,288 or 14.0 percent from the FY 2004 approved budget of \$18,189,358. The request is comprised of \$5,902 in Local funds (a reduction of \$1,799,001 from the FY 2004 approved budget), \$8,517,953 in Federal Grant funds (an increase of \$357,713), and \$7,124,215 in Special Purpose Revenue funds (a decrease of \$1,100,00). Significant changes include an increase of 2.0 FTEs, representing the redistribution of FTEs from other agency programs. The significant reductions to Local funds in this program were partially absorbed by available Special Purpose Revenue funds in other programs.

Key Result Measures

Program 1: Homeownership and Home Rehabilitation Assistance

Citywide Strategic Priority Area(s): Promoting Economic Development; Building and Sustaining Healthy Neighborhoods

Manager(s): Robert Mulderig, Deputy Director for Residential and Community Services

Supervisor(s): Stanley Jackson, Director

Measure 1.1: Rate of households receiving Home Purchase Assistance (HPAP) down payment and closing cost assistance

	Fiscal Year		
	2004	2005	2006
Target	30	33	35
Actual	-	-	-

Note: Key Result Measure was modified from a number to a rate (4/04).

Measure 1.2: Rate of households receiving single-family home rehabilitation assistance to new qualified applications for assistance

	Fiscal Year		
	2004	2005	2006
Target	33	50	60
Actual	-	-	-

Note: Key Result Measure was modified from a number to a rate (4/04).

Affordable Housing/Real Estate Development

	FY 2004	FY 2005
Budget	\$54,137,541	\$107,774,465
FTEs	30.0	43.0

Program Description

The Affordable Housing/Real Estate Development program provides financial resources to compliment those available in the private sector to developers and tenant associations to build and rehabilitate community infrastructure, and provide quality and affordable rental and homeownership housing. This is accomplished through the following four activities:

- **Development Finance Division (DFD) Project Funding** - provides development financing and regulatory oversight to non-profit and for-profit developers so that they can develop properties as affordable ownership and rental units and neighborhood community/commercial facilities.
- **Tenant Apartment Purchase** - provides contractor and tenant association funding (grants and low and no interest loans to tenant associations), contract management, education, property management and training services to tenant associations and low to moderate income families.
- **Real Estate Acquisition and Disposition** - provides disposition management of District-owned parcels to developers so that they can fulfill pre-determined development purposes/ priorities (e.g., affordable housing units, retail/commercial space, and job and revenue creation).
- **Title VI Housing Act** - transfers funds to the Office of Tax and Revenue to fund tax credits authorized under Title VI of the Housing Act of 2002.

Program Budget Summary

The proposed budget of \$107,774,465 represents an increase of \$53,636,924 or 99.1 percent from the FY 2004 approved budget of \$54,137,541. The request includes \$0 in Local funds (a decrease of \$219,171 from FY 2004),

\$21,104,878 in Federal Grant funds (an increase of \$6,152,323), and \$86,669,587 in Special Purpose Revenue funds (an increase of \$53,636,924). Significant changes include:

- Estimated carry-over of two new lead-based paint hazard federal grants totaling \$3,796,519, which includes \$769,259 in personal services and \$3,027,260 in nonpersonal services. This will support 5.0 additional FTEs in the DFD Project Financing activity.
- An increase of \$45,950,504 in subsidies and transfers due to increased FY 2004 revenue for the Housing Production Trust Fund that is expected to carry-over to FY 2005 and additional anticipated FY 2005 revenue.
- An increase of 7.0 FTEs moved from other programs.

Key Result Measures

Program 2: Affordable Housing/Real Estate Development

Citywide Strategic Priority Area(s): Promoting Economic Development; Building and Sustaining Healthy Neighborhoods

Manager(s): Lawrence Cager, Deputy Director for Development

Supervisor(s): Stanley Jackson, Director

Measure 2.1: Percent of RFP funds allocated by end of fiscal year

	Fiscal Year		
	2004	2005	2006
Target	75	90	90
Actual	-	-	-

Note: New measure in FY 2004.

Measure 2.2 Percent of targeted multi-family units funded for rehabilitation

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of 1,308 units.

Measure 2.3: Percent of targeted new housing units funded

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of 200 units.

Measure 2.4: Percent of target number families assisted to convert apartments

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of 200 units.

Measure 2.5: Percent of tenant organizations and households provided training, management and other assistance for first right to purchase and apartment conversion

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of 400 organizations.

Neighborhood Investment

	FY 2004	FY 2005
Budget	\$8,128,079	\$8,750,555
FTEs	11.0	12.0

Program Description

The **Neighborhood Investment** program provides funding to neighborhood-based agencies for the following activity:

- **Neighborhood-Based Activities** - provides funding to neighborhood-based agencies so that they can provide (1) technical and commercial development assistance to businesses; and (2) housing counseling, economic opportunities, and neighborhood services to income-qualified residents.

Program Budget Summary

The proposed budget of \$8,750,555 represents an increase of \$622,476 or 7.7 percent from the FY 2004 approved budget of \$8,128,079. This request is comprised of \$8,750,555 in Federal Grant funds (an increase of \$1,122,476) and \$0 in Special Purpose Revenue funds (a decrease of \$500,000). Significant changes include:

- A decrease of \$500,000 in subsidies and transfers moved to DFD Project funding.
- An increase of 1.0 FTE moved from another agency program.

Key Result Measures

Program 3: Neighborhood Investment

Citywide Strategic Priority Area(s): Promoting Economic Development; Building and Sustaining Healthy Neighborhoods

Manager(s): Robert Mulderig, Deputy Director for Residential & Community Services; Lamont Lee, Manager Community Services Program

Supervisor(s): Stanley Jackson, Director

Measure 3.1: Percent of businesses applying for technical assistance services to those for which services are successfully provided

	Fiscal Year		
	2004	2005	2006
Target	98	98	98
Actual	-	-	-

Note: Key Result Measure was modified from a number to a rate (4/04).

Measure 3.2: Percent of households applying for housing counseling services to those for which services are successfully provided

	Fiscal Year		
	2004	2005	2006
Target	96	96	96
Actual	-	-	-

Note: Key Result Measure was modified from a number to a rate (4/04).

Emergency Shelter Grant Management

	FY 2004	FY 2005
Budget	\$828,000	\$795,000
FTEs	0.0	0.0

Program Description

The Emergency Shelter Grant Management program provides oversight, funding and compliance monitoring services to the Community Partnership for the Prevention of Homelessness to enable individuals and families to move toward independent living.

Program Budget Summary

The proposed budget of \$795,000 represents a decrease of \$33,000 or 4.0 percent from the FY 2004 approved budget of \$828,000. This amount is entirely in Federal Grant funds.

Key Result Measures

Program 4: Emergency Shelter Grant Management

Citywide Strategic Priority Area(s): Promoting Economic Development; Building and Sustaining Healthy Neighborhoods

Manager(s): Lawrence Cager, Deputy Director for Development Finance

Supervisor(s): Stanley Jackson, Director

Measure 4.1: Percent of Emergency Shelter Grant (ESG) funds appropriately spent within two years of receipt

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Measure 4.2: Percent of households assisted with emergency eviction prevention grants

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of 281 households.

Measure 4.3: Percent of households provided shelter in 45-unit shelter supported by ESG

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04).

Economic and Commercial Development

	FY 2004	FY 2005
Budget	\$2,140,283	\$2,206,968
FTEs	2.0	3.0

Program Description

The Economic and Commercial Development program provides commercial funding to business entities and real estate services on behalf of potential developers to promote economic investment in neighborhoods through the following three activities:

- **Economic Development** - provides HUD Section 108 loans and micro business loans to small businesses and commercial developers to create jobs, neighborhood retail/service

- opportunities and business financial support.
- **Real Estate Services and Property Management** - provides appraisals, title searches and property management services to DHCD so that it has the necessary information to purchase property for development.
- **National Capital Revitalization Corporation (NCRC)** - transfers funds to the NCRC as authorized under the inter-agency agreement between DHCD and NCRC. NCRC is a quasi-independent agency created to stimulate economic revitalization, particularly in the District's underserved communities. See the chapter on NCRC in the FY 2005 Proposed Budget and Financial Plan for more information.

Program Budget Summary

The proposed budget of \$2,206,968 represents an increase of \$66,685 or 3.1 percent from the FY 2004 approved budget of \$2,140,283. These funds are comprised of \$440,169 in Local funds (no change) and \$1,766,799 in Federal Grant funds (an increase of \$66,685). Significant changes includes an increase of 1.0 FTE moved from another program.

Key Result Measures

Program 5: Economic and Commercial Development

Citywide Strategic Priority Area(s): Promoting Economic Development;

Manager(s): Lawrence Cager, Deputy Director for Development Finance; Laverne Law, Administrative Services Officer

Supervisor(s): Stanley Jackson, Director

Measure 5.1: Percent of micro-loan applications approved through H Street CDC

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Key Result Measure was modified from a number to a percent (4/04). The FY 2004 to FY 2006 targets refer to 100 percent of five applications.

Measure 5.2: Percent inventory of properties maintained on schedule

	Fiscal Year		
	2004	2005	2006
Target	75	75	75
Actual	-	-	-

Note: FY 2004 and 2005 targets decreased from 100 to 75 at the request of the agency.

Program Monitoring and Compliance

	FY 2004	FY 2005
Budget	\$1,043,330	\$684,528
FTEs	11.0	7.0

Program Description

The Program Monitoring and Compliance program provides oversight of DHCD programs and projects to ensure compliance and overall effectiveness of operations through the following two activities:

- **Contract Compliance** - provides oversight and monitoring services of DHCD projects to ensure that DHCD's use of project funds fully complies with HUD and District regulations.
- **Quality Assurance** - provides program review and performance evaluation to DHCD and contractors so that they can operate in full compliance with regulations.

Program Budget Summary

The proposed budget of \$684,528 represents a decrease of \$358,802 or 34.4 percent from the FY 2004 approved budget of \$1,043,330 due to restructured personal services. This program is funded entirely with Federal Grant funds. Significant changes include the shift of 4.0 FTEs to other programs.

Key Result Measures

Program 6: Monitoring and Compliance

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Wilma Matthias, Deputy Director for the Office of Program Monitoring

Supervisor(s): Stanley Jackson, Director

Measure 6.1: Percent of Environmental Reviews (ERs) completed within 45 days

	Fiscal Year		
	2004	2005	2006
Target	80	80	80
Actual	-	-	-

Measure 6.2: Percent reduction of CAFR, A133 and HUD findings

	Fiscal Year		
	2004	2005	2006
Target	50	50	50
Actual	-	-	-

Agency Management

	FY 2004	FY 2005
Budget	\$8,252,390	\$8,592,339
FTEs	52.0	44.0

Program Description

The **Agency Management** program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

The proposed budget of \$8,592,339 represents an increase of \$339,949 or 4.2 percent from the FY 2004 approved budget of \$8,252,390. The FY 2004 approved budget does not include costs that would have been associated with the Agency Financial Operations program. The request is comprised of \$1,678,971 in Local funds, \$5,767,368 in Federal Grant funds, and \$1,146,000 in Special Purpose Revenue funds.

Significant changes include:

- A reduction of 8.0 FTEs and associated personal services costs in order to stay within federal grant administrative cap restrictions. These FTEs were redistributed to other agency programs.
- A \$291,341 total reduction in other services and charges and contractual services was moved to other programs for the same reason.

- An increase of \$584,497 due to higher fixed costs.

Key Result Measures

Program 7: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Robert Trent, Chief of Staff; Paul Savage, Deputy Director, Strategy and Communication; Versie Smith, Director, Human Resources Division

Supervisor(s): Stanley Jackson, Director

Measure 7.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 7.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Measure 7.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost workday injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 7.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 7.5: Percent of Key Result Measures achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$813,356	\$813,356
FTEs	11.0	11.0

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The purpose of the **Agency Financial Operations** program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

Program Budget Summary

The proposed budget of \$813,356 is comprised of \$214,918 in Local funds and \$598,438 in Federal Grant funds, and represents no change from the FY 2004 approved budget.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

Department of Employment Services

www.does.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$85,619,509	\$88,566,132	\$88,345,102	0.2
FTEs	529.0	541.0	513.0	-5.1

The mission of the Department of Employment Services (DOES) is to plan, develop, and deliver employment-related services to residents of the Washington Metropolitan Area so that they can achieve workplace security and economic stability.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Provide 90 percent of employees with access to an information technology system that supports them in the conduct of agency operations; achieve an 80 percent reduction in current and future paper document usage and storage; establish a data warehouse that incorporates 80 percent of current separate databases; and provide that 75 percent of programs offer electronic access to services for customers (by the end of FY 2005).
- Develop succession/knowledge retention plans for 35 percent of mission-critical functions and continue to provide training programs for at least 50 percent of the department's workforce per year to ensure that personnel have the skills and abilities to successfully fulfill agency objectives (by the end of FY 2005).
- Enhance employability and reduce the skill gap between available jobs and customer capabilities through a 5 percent increase in the entered-employment rate; prepare an annual survey of the local labor market to identify high-demand occupations (by the end of FY 2005).
- Enhance the use of the dispute resolution processes of the Labor Standards Bureau through a 10 percent increase in workers' compensation mediation; a 10 percent increase in wage-hour audits; and a 10 percent increase in safety consultations (by the end of FY 2006).

Funding by Source

Tables CF0-1 and 2 show the sources of funding and FTEs by fund type for the Department of Employment Services.

Table CF0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	8,419	12,795	10,154	13,960	3,806	37.5
Special Purpose Revenue Fund	15,527	20,753	21,771	26,436	4,665	21.4
Total for General Fund	23,946	33,548	31,925	40,395	8,471	26.5
Federal Payments	0	500	0	0	0	0.0
Federal Grant	47,679	44,274	49,242	44,490	-4,752	-9.7
Total for Federal Resources	47,679	44,774	49,242	44,490	-4,752	-9.7
Private Grant Fund	-216	76	0	0	0	0.0
Total for Private Funds	-216	76	0	0	0	0.0
Intra-District Fund	7,912	7,222	7,400	3,460	-3,940	-53.2
Total for Intra-District Funds	7,912	7,222	7,400	3,460	-3,940	-53.2
Gross Funds	79,321	85,620	88,566	88,345	-221	-0.2

Table CF0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	115	34	25	19	-6	-23.8
Special Purpose Revenue Fund	116	122	152	148	-4	-2.3
Total for General Fund	231	155	177	168	-10	-5.4
Federal Resources						
Federal Grant	274	338	326	315	-11	-3.3
Total for Federal Resources	274	338	326	315	-11	-3.3
Intra-District Funds						
Intra-District Fund	5	35	38	30	-8	-19.9
Total for Intra-District Funds	5	35	38	30	-8	-19.9
Total Proposed FTEs	510	529	541	513	-28	-5.1

Expenditures

Table CF0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table CF0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

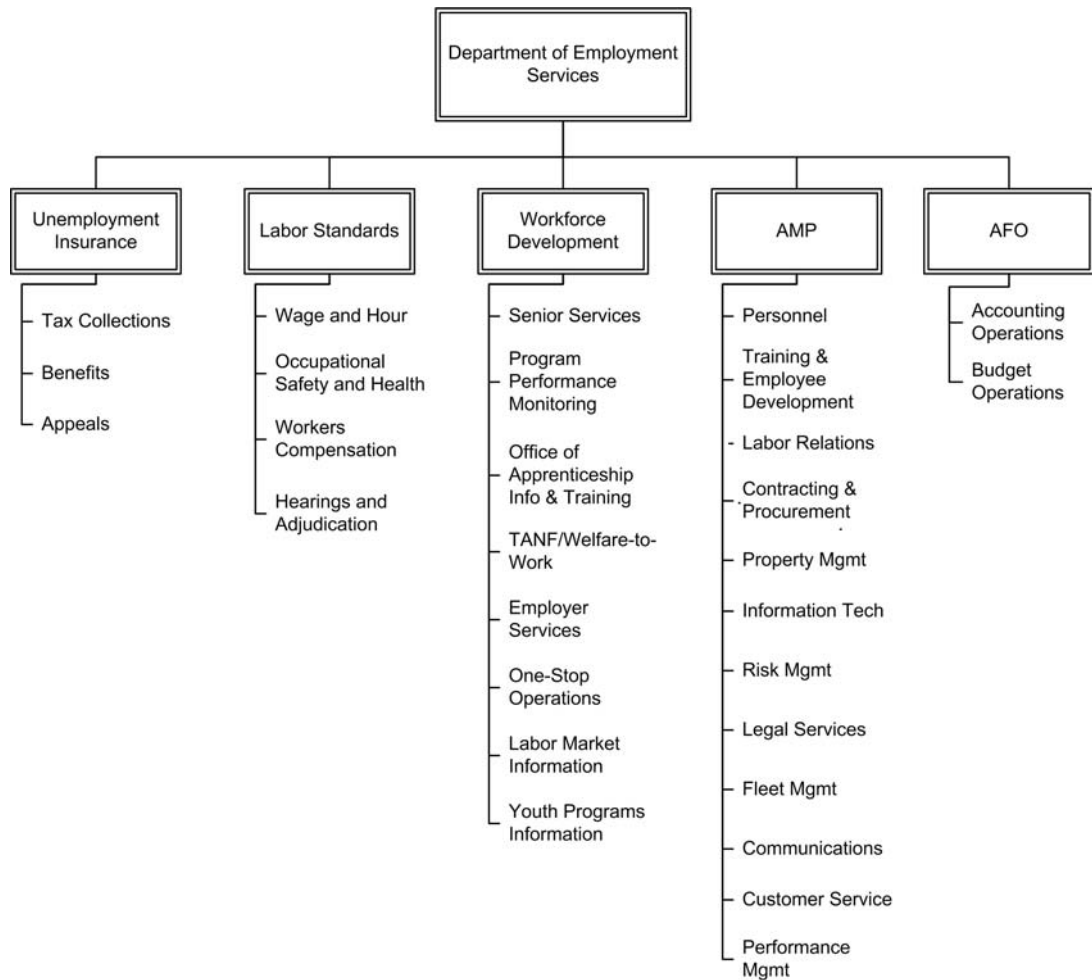
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	23,277	24,662	24,405	25,586	1,180	4.8
12 Regular Pay - Other	787	1,405	2,546	1,764	-782	-30.7
13 Additional Gross Pay	253	187	162	129	-33	-20.3
14 Fringe Benefits - Curr Personnel	4,054	4,550	4,302	4,638	336	7.8
15 Overtime Pay	418	304	173	197	23	13.4
Subtotal Personal Services (PS)	28,789	31,107	31,589	32,314	725	2.3
20 Supplies and Materials	822	681	565	518	-48	-8.4
30 Energy, Comm. and Bldg Rentals	-193	3	224	61	-163	-72.6
31 Telephone, Telegraph, Telegram, Etc	1,061	998	1,041	692	-349	-33.5
32 Rentals - Land and Structures	1,640	7,317	7,358	7,445	87	1.2
33 Janitorial Services	1	2	0	1	1	100.0
34 Security Services	1,125	1,099	1,321	686	-635	-48.1
35 Occupancy Fixed Costs	0	0	0	2	2	100.0
40 Other Services and Charges	10,992	10,224	9,428	9,107	-321	-3.4
41 Contractual Services - Other	3,137	3,660	0	6,210	6,210	100.0
50 Subsidies and Transfers	29,672	29,034	35,484	29,533	-5,951	-16.8
70 Equipment & Equipment Rental	2,275	1,494	1,556	1,776	220	14.1
Subtotal Nonpersonal Services (NPS)	50,532	54,512	56,977	56,031	-946	-1.7
Total Proposed Operating Budget	79,321	85,620	88,566	88,345	-221	-0.2

Expenditure by Program

The Department of Employment Services has the following program structure:

Figure CF0-1

Department of Employment Services



Gross Funds

The proposed budget is \$88,345,102, representing a decrease of \$221,030 or 0.2 percent from the FY 2004 approved budget of \$88,566,132. There are 513.0 FTEs for the agency, a decrease of 28.0, or 5.2 percent, from the FY 2004 approved budget.

General Fund

Local Funds. The proposed Local funds budget is \$13,959,866 in FY 2005, an increase of \$3,806,189 from the FY 2004 approved budget.

The Local funds budget supports 19.2 FTEs, a decrease of 6 from the FY 2004 approved budget. Major increases are attributable to the \$2,700,000 to fund the Summer Youth program, \$1,200,000 for the Excel Institute, \$500,000 for the Offender Reentry Initiative program, and a reduction of \$500,000 to the Pay-go Contingency Fund.

Special Purpose Revenue Funds. The proposed budget is \$26,435,519 for FY 2005, an increase of \$4,664,615 from the FY 2004 approved bud-

get. The Special Purpose Revenue funds budget supports 148.4 FTEs, a decrease of 4.0 from FY 2004 approved budget.

Federal Grant Funds

The proposed Federal Grant funds budget is \$44,489,717 for FY 2005, a decrease of \$4,751,834 or 9.7 percent from the FY 2004 approved budget. The Federal Grant funds budget supports 315.2 FTEs, a decrease of 11 from the FY 2004 approved budget.

Intra-District Funds

The proposed budget is \$3,460,000, a decrease of \$3,940,000 from the FY 2004 approved budget. There are 30.3 FTEs supported by this funding source, a decrease of 8 from FY 2004 approved budget.

Programs

The Department of Employment Services is committed to the following programs:

Unemployment Insurance

	FY 2004	FY 2005
Budget	\$10,164,270	\$14,828,374
FTEs	95.0	94.7

Program Description

The **Unemployment Insurance** program provides income replacement services for workers unemployed through no fault of their own so that they can maintain their purchasing power and thereby contribute to the economic stability of the metropolitan area. This program has three activities:

- **Tax Collection** - collect quarterly taxes from for-profit local employers and reimbursement payments from local non-profit employers, which finance the payment of weekly benefits to workers unemployed through no fault of their own.
- **Unemployment Insurance Benefits** - provides cash payments to customers who are unemployed through no fault of their own and are able and available for work so that they can meet their economic needs until they re-enter the workforce.

- **Unemployment Insurance Appeals** - schedules, hears, and decides first level appeals filed by either claimants or employers regarding entitlement to, or denial of unemployment insurance benefits.

Program Budget Summary

This program has a gross funds increase of \$4,664,104, or 45.9 percent over the FY 2004 approved budget of \$10,164,270. This includes a Federal Grant funds increase of \$3,390,156 and a Special Purpose Revenue fund increase of \$1,273,948. This change is primarily due to the increase in the Unemployment Insurance grant combined with increases in the Special Purpose Revenue funds to establish carry-over funds for the Surcharge Account, the Interest and Penalties account, and the Reed Act fund dollars that are being distributed by the federal government to states to pay for the administration of unemployment insurance and employment services. The funding for the Reed Act is a special allocation from the excess balance from the Federal Unemployment Tax Act. The gross budget supports 94.7 FTEs, a decrease of 0.3 from the FY 2004 approved level.

Key Result Measures

Program 1: Unemployment Insurance

Citywide Strategic Priority Area(s): Strengthening Children, Youth, Families, and Elders

Manager(s): TBD

Supervisor(s): Gregory P. Irish, Director

Measure 1.1: Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability

	Fiscal Year		
	2004	2005	2006
Target	60	60	60
Actual	-	-	-

Measure 1.2: Percent of all intrastate first unemployment insurance payments made within 14 days of the first compensable week-ending date

	Fiscal Year		
	2004	2005	2006
Target	80	85	85
Actual	-	-	-

Measure 1.3: Percent of unemployment insurance first level appeals decisions made within 30 days of the date appeal is filed

	Fiscal Year		
	2004	2005	2006
Target	60	60	60
Actual	-	-	-

Labor Standards

	FY 2004	FY 2005
Budget	\$13,620,829	\$17,243,077
FTEs	117.0	122.0

Program Description

The **Labor Standards** program provides worker protection and dispute resolution services for the workers and employers of the District of Columbia so that disputes are resolved fairly and the safety of the workplace is ensured. This program has four activities:

- **Wage-Hour** - provides enforcement of the District's wage-hour laws for the benefit of private sector employees, ensuring that private sector employees are paid at least the mandated minimum wage, overtime (where required), and all earned and promised wages.
- **Occupational Safety and Health (OSH)** - provides inspections, consultations, investigations, training, and program assistance to private sector employers so that they can identify and correct workplace hazards.
- **Workers Compensation** - provides claims processing, informal dispute resolution, insurance coverage compliance monitoring, and related services to private sector injured workers, employers, insurance carriers, and other stakeholders in order to provide timely, accurate, fair, and equitable compensation benefits and medical services to persons sustaining work-related injuries.
- **Hearings and Adjudication** - provides formal administrative hearings to employees, employers, and the District government so that rights and responsibilities are determined fairly, promptly, and according to due process.

Program Budget Summary

This program has a gross funds increase of \$3,622,248, or 26.6 percent over the FY 2004 approved budget of \$13,620,829. This includes a Local funds increase of \$61,077; a Federal Grant funds increase of \$28,435, a Special Purpose Revenue funds increase of \$3,743,412, and an Intra-District funds decrease of \$210,676. This change is due in part to realignment of the locally funded FTEs within the Wage Hour activity. The increase in Federal funds represents the additional funding for the Occupational Safety and Health grant from the Department of Labor. The increase in intra-District funds represents increased budget authority for the Workers' Compensation Special fund, the Workers' Compensation Administration, which will fund the additional costs for the fraud unit within the Workers' Compensation Office, and salary changes due to union pay increases. The gross budget supports 122.0 FTEs, an increase of 5.0 FTEs over the FY 2004 approved level. This increase represents positions to be funded in the Workers' Compensation Compliance Unit.

Key Result Measures

Program 2: Labor Standards

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Gregory P. Irish, Director

Measure 2.1: Percent of back wages collected from employers on valid complaints

	Fiscal Year		
	2004	2005	2006
Target	75	75	75
Actual	-	-	-

Measure 2.2: Percent of serious workplace hazards identified during private-sector OSH consultation visits corrected by the abatement date

	Fiscal Year		
	2004	2005	2006
Target	90	90	90
Actual	-	-	-

Note: Wording changed at the request of the agency. (5/04)

Measure 2.3: Percent of "Memorandum of Informal Conferences" issued within 20 working days following conduct of informal conferences to resolve disputed issues

	Fiscal Year		
	2004	2005	2006
Target	75	75	75
Actual	-	-	-

Measure 2.4: Percent of compensation orders issued within 45 working days of close of evidentiary record

	Fiscal Year		
	2004	2005	2006
Target	75	80	80
Actual	-	-	-

Note: Wording changed at the request of the agency. (5/04)

Workforce Development

	FY 2004	FY 2005
Budget	\$41,835,721	\$35,408,566
FTEs	199.7	174.8

Program Description

The **Workforce Development** program provides employment-related services for unemployed or underemployed persons so that they can achieve economic security. This program has eight activities:

- **Senior Services** - provides subsidized employment placements to District residents who are 55 years old or older and economically underprivileged. Senior Services enables these individuals to develop or enhance their job skills and be placed in unsubsidized employment so that they can improve their economic condition.
- **Apprenticeship Information and Training** - provides apprenticeship promotional services and assistance to District residents and apprenticeship sponsors. As a result, qualifying individuals have access to increased employment and training opportunities through the apprenticeship system.
- **Welfare-to-Work** - provides employment related services that assist TANF recipients and non-custodial parents to become self-sufficient. Services include employment readiness workshops, case management, job

coaching, job club, and supportive services. Welfare-to-Work operates Project Empowerment, an initiative conducted in partnership with the Department of Human Services to assist welfare recipients to enter unsubsidized employment and achieve financial self-sufficiency.

- **One-Stop Operations** - provides comprehensive employment support, unemployment compensation, training services, and supportive services through a network of easily accessible locations. These services are made available to the residents of the Washington, D.C. metropolitan area in order to increase their employability and enhance their earning potential.
- **Youth Programs** - provides employment, training, and related services to District residents between the ages of 14 and 21 so that they can remain and advance in school, obtain and retain employment, and access post-secondary education/training opportunities or other employment related positions.
- **Labor Market Information** - provides economic trend analysis, data, statistics, and informational services to the U.S. Department of Labor Bureau of Labor Statistics, DOES staff, District policy-makers, and local employers so that they can make informed employment policy decisions and fulfill their missions.
- **Employer Services** - operating within the context of the One-Stop system, provides technical assistance, recruitment, referral, placement, planning and oversight services to area employers so that they can hire qualified individuals. One-Stop activities and planning and oversight services are linked through Virtual One-Stop, a state-of-the art electronic network.
- **Program Performance Monitoring** - provides compliance, oversight, and technical assistance to training providers and workforce development administration so that they can access the information they need to make accurate and timely programmatic decisions.

Program Budget Summary

This program has a gross funds decrease of \$6,427,155, or 15.4 percent from the FY 2004 approved budget of \$41,835,721. This includes a Local funds increase of \$4,529,857, a Federal Grant funds decrease of \$6,597,035 and an Intra-District funds decrease of \$4,359,977. The change in local funds represents an increase of \$2,700,000 in funding for the Summer Youth program, \$1,200,000 for the Excel Institute \$500,000 for the Offender Reentry Initiative, the Apprenticeship program, and a transfer of \$500,000 to the Pay-Go-Contingency fund. The decrease in federal funds represents reductions in the Workforce Investment grants allocation from the Department of Labor. The intra-District budget reduction reflects decreases in the TANF funds from the Department of Human Services and the Office of Risk Management for Hearing and Adjudication functions and funds transfer to support other programs. The gross budget supports 174.8 FTEs, a decrease of 24.9 FTEs from the FY 2004 approved level, which resulted from the reduction of the Federal Grant funds allocation from the Department of Labor.

Key Result Measures

Program 3: Workforce Development

Citywide Strategic Priority Area(s): Strengthening

Children, Youth, Families, and Elders

Manager(s): TBD

Supervisor(s): Gregory P. Irish, Director

Measure 3.1: Percent of senior service slot enrollees placed in unsubsidized jobs

	Fiscal Year		
	2004	2005	2006
Target	20	20	20
Actual	-	-	-

Measure 3.2: Percent of training providers furnished technical assistance through formal instruction

	Fiscal Year		
	2004	2005	2006
Target	90	90	90
Actual	-	-	-

Measure 3.3: Percent of District residents successfully completing pre-apprenticeship training transitioning to formal apprenticeship

	Fiscal Year		
	2004	2005	2006
Target	50	50	50
Actual	-	-	-

Measure 3.4: Percent of TANF/Welfare-to-Work participants who enter subsidized employment transitioning to unsubsidized employment

	Fiscal Year		
	2004	2005	2006
Target	40	40	40
Actual	-	-	-

Measure 3.5: Percent of the top 200 employers listing jobs with DOES

	Fiscal Year		
	2004	2005	2006
Target	20	20	20
Actual	-	-	-

Measure 3.6: Percent of unemployed adult customers placed in full-time unsubsidized employment

	Fiscal Year		
	2004	2005	2006
Target	65	70	70
Actual	-	-	-

Measure 3.7: Percent of youth advancing from one grade level to another (school retention)

	Fiscal Year		
	2004	2005	2006
Target	-	54	54
Actual	-	-	-

Measure 3.8: Percent of data, estimates, reports and publications submitted within established timeframe

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Agency Management

	FY 2004	FY 2005
Budget	\$22,945,312	\$18,730,477
FTEs	129.0	101

Program Description

The Agency Management program provides operational support to the agency so that it has the tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting (PBB) agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

This program has a gross funds decrease of \$4,214,835, or 18.4 percent from the FY 2004 approved budget of \$22,945,312. This includes a Local funds decrease of \$904,256, a Federal Grant funds decrease of \$2,823,952, a Special Purpose Revenue funds decrease of \$1,053,408, and Intra-District funds increase of \$566,781. This change is primarily due to transfer of funds to the Agency Financial Operations program for its establishment. The increase in intra-District funds represents allocations for fixed costs from the TANF program. The gross budget supports 101.0 FTEs, a decrease of 28.0 from the FY 2004 approved level.

Key Result Measures

Program 4: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Gregory P. Irish, Director

Measure 4.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key object.

Measure 4.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	50	50	50
Actual	-	-	-

Measure 4.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	20	20	20
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 4.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 4.5: Percent of Key Result Measures achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$2,134,608	\$2,134,608
FTEs	21.0	20.8

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The purpose of the Agency Financial Operations program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all PBB agencies. More information about the Agency Financial Operations program can be found in

the Strategic Budgeting Chapter.

Program Budget Summary

This program has a proposed budget of \$2,134,608 and 20.8 FTEs in FY 2005.

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices Volume.

Board of Appeals and Review

www.bar.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$259,596	\$69,000	0.0	-
FTEs	3.0	1.0	0.0	-

Board of Appeals and Review was eliminated in FY 2004 and its mission transferred to the Office of Administrative Hearings (OAH). The agency's approved FY 2004 budget of \$69,000 and 1.0 FTE was used to cover the agency's operational requirements for the first quarter of FY 2004.

The mission, under OAH, will be to continue hearing and adjudicating citizen complaints from adverse decisions concerning license revocations and civil infractions from the Department of Consumer and Regulatory Affairs, litter violations from the Department of Public Works, program reimbursements and providers' agreements from the Department of Health, and security guard license and private detective agency license denials from the Metropolitan Police Department.

Funding by Source

Tables DK0-1 and 2 show the sources of funding and FTEs by fund type for the Board of Appeals and Review for FY 2002 - FY 2004.

Table DK0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	243	260	69	0	-69	-100.0
Total for General Fund	243	260	69	0	-69	-100.0
Gross Funds	243	260	69	0	-69	-100.0

Table DK0-2

FY 2005 Full-Time Equivalent Employment Levels

	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	3	3	1	0	-1	-100.0
Total for General Fund	3	3	1	0	-1	-100.0
Total Proposed FTEs	3	3	1	0	-1	-100.0

Board of Real Property Assessments and Appeals

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$281,459	\$346,473	\$342,485	-1.2
FTEs	3.0	3.0	3.0	0.0

The mission of the Board of Real Property Assessments and Appeals is to conduct fair and impartial real property assessment appeal hearings for the citizens of the District of Columbia. Our objective is to ensure that appellants are assessed at 100 percent of fair market value, based on properties similar in size and utility, and share an equitable tax burden.

The agency plans to fulfill its mission by achieving the following strategic result goals:

By the end of 2005, conduct fair and impartial hearings as evidenced by:

- 100 percent of property assessment hearings conducted fairly and impartially.
- 95 percent of real property assessments reflecting 100 percent of fair market values.
- 100 percent of operating rules and regulations revised and updated, including legislative requirements to reflect tax assessment policies.
- 80 percent of property inspections (as required) performed within 30 days of appeal.

Participate in community outreach as evidenced by:

- 95 percent completion of the implementation of the Real Property Outreach Education program, which will reach all eight wards of the city by the end of FY 2005.
- Enhance the recording systems to provide quality recordings of all hearings.
- Upgrade the agency's website to enable property owners to appeal their assessments online.

Funding by Source

Tables DA0-1 and 2 show the sources of funding and FTEs by fund type for the Board of Real Property Assessments and Appeals.

Table DA0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	274	281	346	342	-4	-1.2
Total for General Fund	274	281	346	342	-4	-1.2
Gross Funds	274	281	346	342	-4	-1.2

Table DA0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
<u>General Fund</u>						
Local Fund	3	3	3	3	0	0.0
Total for General Fund	3	3	3	3	0	0.0
Total Proposed FTEs	3	3	3	3	0	0.0

Expenditures by Comptroller Source Group

Table DA0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table DA0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

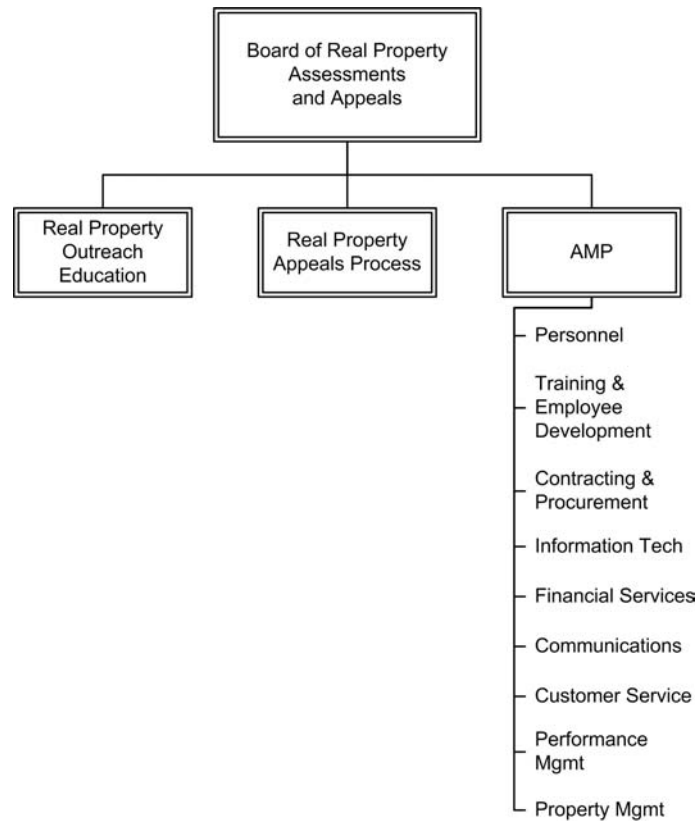
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	133	136	137	144	7	5.3
13 Additional Gross Pay	0	0	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	19	22	22	23	1	5.3
Subtotal Personal Services (PS)	152	158	159	167	8	5.3
20 Supplies and Materials	0	6	9	9	0	0.0
30 Energy, Comm. and Bldg Rentals	12	9	9	9	-1	-6.5
31 Telephone, Telegraph, Telegram, Etc	5	6	4	5	1	29.5
32 Rentals - Land and Structures	7	3	18	0	-18	-100.0
33 Janitorial Services	4	4	6	5	0	-1.6
34 Security Services	7	11	8	7	0	-4.5
35 Occupancy Fixed Costs	0	0	0	12	12	N/A
40 Other Services and Charges	88	86	128	122	-6	-5.0
41 Contractual Services - Other	0	0	0	0	0	0.0
70 Equipment & Equipment Rental	-2	0	6	6	0	0.0
Subtotal Nonpersonal Services (NPS)	122	124	187	175	-12	-6.6
Total Proposed Operating Budget	274	281	346	342	-4	-1.2

Expenditure by Program

The Board of Real Property Assessments and Appeals has the following program structure.

Figure DA0-1

Board of Real Property Assessments and Appeals



Gross Funds

The proposed budget is \$342,485, representing a decrease of \$3,988 or 1.2 percent from the FY 2004 approved budget of \$346,473. There are 3.0 FTEs for the agency, no change from the FY 2004 approved budget.

General Fund

Local Funds. The proposed budget is \$342,485, a decrease of \$3,988 or 1.0 percent, from the FY 2004 approved budget of \$346,473. There are 3.0 FTEs for the budget, no change from the FY 2004 approved budget.

Changes from the FY 2004 approved budget are:

- An increase of \$8,365 in personal services due to step increases and higher fringe bene-

fit costs.

- A decrease of \$11,742 in nonpersonal services due to reductions in fixed and other services and charges costs.

Programs

The Board of Real Property Assessments and Appeals is committed to the following programs:

Real Property Appeals Process

	FY 2004*	FY 2005
Budget	\$155,574	\$155,574
FTEs	1.0	1.3

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Real Property Appeals Process** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide the final administrative remedy for taxpayers to adjudicate property assessments, prior to formal litigation in D.C. Superior Court.

Program Budget Summary

Since this agency transitions to Performance-Based Budgeting (PBB) in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, a change within this program's overall gross funds budget level can be compared. This program has a total requested budget of \$155,574, and supports 1.3 FTEs, unchanged from FY 2004 approved. The program has no associated activities.

Key Result Measures

Program 1: Real Property Assessment Appeal Process

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Doretha McCallum, Administrative Officer

Supervisor(s): Ron Collins

Measure 1.1: Percent of cases received and processed

	Fiscal Year	
	2005	2006
Target	100	100
Actual	-	-

Measure 1.2: Percent of all decisions mailed within fifteen days of the date of disposition

	Fiscal Year	
	2005	2006
Target	100	100
Actual	-	-

Real Property Outreach Education

	FY 2004*	FY 2005
Budget	\$27,670	\$27,670
FTEs	0.0	0.3

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Real Property Outreach Education** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide assessment appeal services and education to residents, communities and businesses in the District of Columbia.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. The Real Property Outreach Education program has no change from the previous year's gross funds budget.

Key Results Measures

Program 2: Public Relations

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Doretha McCallum, Administrative Officer

Supervisor(s): Ron Collins

Measure 2.1: Percent of property owners educated about their appeal rights and procedures

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Agency did not provide targets.

Agency Management Program

	FY 2004*	FY 2005
Budget	\$163,229	\$159,241
FTEs	2.0	1.4

*FY 2004 program funding levels are presented for comparison purposes only.. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Agency Management** program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard for all PBB agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. The Agency Management program has a net gross funds decrease of \$3,988 or 2.4 percent. This change is primarily due to a decrease in fixed costs estimates. This program is solely funded by Local funds, has a total budget of \$159,241 and supports 1.4 FTEs. The change in FTEs reflects the realignment of responsibilities within the program.

Key Result Measures

Program 3: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Doretha McCallum, Administrative Officer

Supervisor(s): Ron Collins

Measure 3.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost saving as a key objective.

Measure 3.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Measure 3.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 3.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Measure 3.5: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Department of Consumer and Regulatory Affairs

www.dkra.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$30,612,393	\$30,940,952	\$37,247,152	20.4
FTEs	339.4	390.0	373	-4.4

The mission of the Department of Consumer and Regulatory Affairs (DCRA) is to protect the health, safety and welfare of District residents and those who work in and visit the Nation's Capital. Further, DCRA facilitates sound business practices and safe development by ensuring adherence to the District's health and safety codes as well as business, occupational, and professional licensing requirements.

The agency plans to fulfill its mission by achieving the following strategic result goals:

Improve responsiveness to citizens' housing concerns:

- Respond to 95 percent of non-emergency complaints filed regarding substandard housing conditions within 5 business days.
- Respond to 95 percent of emergency complaints regarding substandard housing within two (2) business days.
- Respond to 95 percent of petitions from tenants, and capital improvement decisions and orders within statutory time requirements.

Facilitate growth in citywide building and development:

- Review 96 percent of initial complex plans within 30 business days.
- Issue 100 percent of non-complex permits

within 28 minutes.

- Complete 95 percent of all building inspections within two business days of request.
- Efficiently process Basic Business Licenses, and ensure that 95 percent of businesses operating in the District meet the minimum legal requirements and possesses a Basic Business License.

Change the agency's focus from the removal of vacant housing units to the creation of more habitable residential housing:

- Secure and bring 700 vacant housing units into compliance with housing codes.
- Demolish 100 vacant and abandoned housing units.

Enable proper response to citizens' demands for services and requirements for administering new legislation:

- Secure financial resources to support the staffing, technology and organizational realignment required to meet the increased number of regulatory and compliance functions of the Department.

Gross Funds

The proposed budget is \$37,247,152 representing an increase of \$6,306,199 or 20.4 percent from the FY 2004 approved budget of \$30,940,952. There are 373.0 FTEs for the agency, a decrease of 17.0 FTEs, or 4.4 percent, from the FY 2004 approved budget.

General Fund

Local Funds. The proposed budget is \$24,041,795, representing an increase of \$315,726 or 1.3 percent from the FY 2004 approved Local funds budget of \$23,726,069. The increase is primarily due to increases of \$401,053 in overtime, \$148,446 for other salary requirements and an increase of \$356,723 in fixed costs. Offsetting these increases is the transfer of \$596,946 (\$591,946 in personal services and \$5,000 in non-personal services) and 10.0 FTEs for DCRA's adjudication functions to the Department of Administrative Hearings (OAH). There are 277.0 FTEs for the agency, a decrease of 59.0 or 17.6 percent from the FY 2004 approved budget. The total includes an additional 3.0 FTEs for the Housing Service Center. Of the decrease, 28.0 FTEs were unfunded positions that were removed from the agency's FTE total, 21.0 FTEs were shifted from Local to Special Purpose and 10.0 FTEs were transferred to OAH.

Special Purpose Revenue Funds. The proposed budget is \$13,112,239 representing an increase of \$5,988,889, or 84.1 percent from the FY 2004 approved Special Purpose Revenue funds budget of \$7,123,350. The increase is primarily due to an additional \$2,172,422 in salaries (due to an increase of 42.0 FTEs as discussed below), \$384,366 in benefits, \$680,955 in overtime, \$2,524,485 in contractual services (\$1,500,000 in additional funds to abate nuisance properties and \$1,024,485 to support the Occupational and Licensing Board and administration), and

\$312,561 in supplies/other charges. There are 95.0 FTEs for the agency, an increase of 42 (including 21 that were shifted from Local to Special Purpose Revenue), or 79.2 percent from the FY 2004 approved budget. Of this increase, 32.0 FTEs will assist with Operations, 5.0 FTEs will assist with Financial Operations, 3.0 FTEs will assist with Administrative Services, and 2.0 FTEs will assist with Inspections and Compliance.

Intra-District

The proposed budget is \$93,117 representing an increase of \$1,584 or 1.7 percent from the FY 2004 approved budget of \$91,533. There is 1.0 FTE for the agency, unchanged from the FY 2004 approved budget.

Funding by Source

Tables CR0-1 and 2 show the sources of funding and FTEs by fund type for the Department of Consumer and Regulatory Affairs.

Table CR0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent* Change
Local Fund	25,662	24,031	23,726	24,042	316	1.3
Special Purpose Revenue Fund	1,483	5,674	7,123	13,112	5,989	84.1
Total for General Fund	27,145	29,705	30,849	37,154	6,305	20.4
Federal Payments	194	248	0	0	0	0.0
Total for Federal Resources	194	248	0	0	0	0.0
Intra-District Fund	2,569	660	92	93	2	1.7
Total for Intra-District Funds	2,569	660	92	93	2	1.7
Gross Funds	29,908	30,612	30,941	37,247	6,306	20.4

*Percent Change is based on whole dollars.

Table CR0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Local Fund	313	335	336	277	-59	-17.6
Special Purpose Revenue Fund	3	4	53	95	42	79.2
Total for General Fund	316	339	389	372	-17	-4.4
Intra-District Funds						
Intra-District Fund	0	0	1	1	0	0.0
Total for Intra-District Funds	0	0	1	1	0	0.0
Total Proposed FTEs	316	339	390	373	-17	-4.4

Expenditure by Comptroller Source

Table CR0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table CR0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

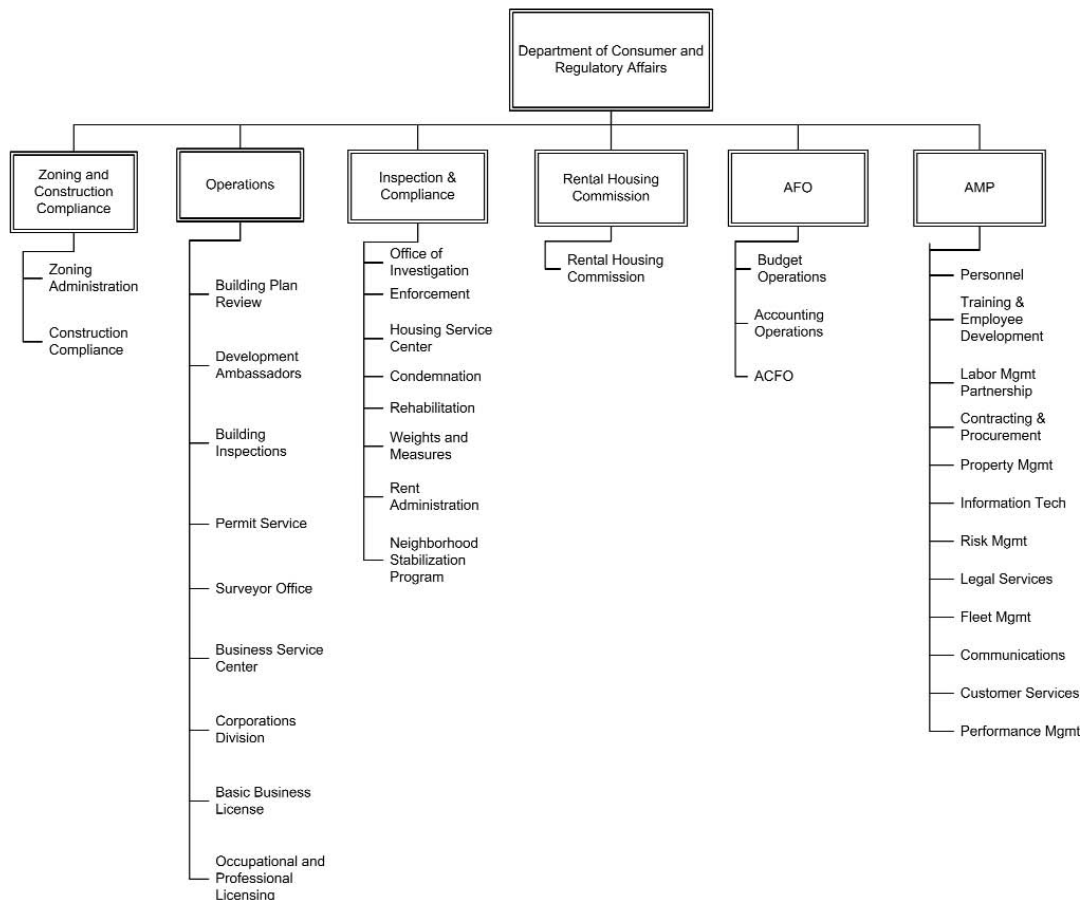
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent* Change
11 Regular Pay - Cont Full Time	14,430	13,564	17,320	19,437	2,117	12.2
12 Regular Pay - Other	505	2,865	216	365	148	68.7
13 Additional Gross Pay	231	174	497	0	-497	-100.0
14 Fringe Benefits - Curr Personnel	2,564	2,731	2,925	3,217	292	10.0
15 Overtime Pay	486	696	0	1,082	1,082	100.0
Subtotal Personal Services (PS)	18,216	20,029	20,957	24,100	3,143	15.0
20 Supplies and Materials	428	479	390	502	111	28.5
30 Energy, Comm. And Bldg Rentals	0	9	62	11	-51	-82.5
31 Telephone, Telegraph, Telegram, Etc	453	671	447	585	139	31.1
32 Rentals - Land And Structures	3,601	3,741	3,763	3,938	175	4.7
34 Security Services	61	66	0	90	90	100.0
40 Other Services And Charges	2,128	2,531	3,161	3,342	180	5.7
41 Contractual Services - Other	4,514	2,585	1,737	4,286	2,549	146.8
70 Equipment & Equipment Rental	506	501	424	393	-31	-7.3
Subtotal Nonpersonal Services (NPS)	11,692	10,583	9,984	13,147	3,163	31.7
Total Proposed Operating Budget	29,908	30,612	30,941	37,247	6,306	20.4

*Percent Change is based on whole dollars.

Expenditure by Program

This funding budgeted by program and the Department of Consumer and Regulatory Affairs has the following program structure:

Figure CR-1
Department of Consumer and Regulatory Affairs



Programs

DCRA is committed to the following programs:

Zoning and Construction Compliance

	FY 2004*	FY 2005
Budget	0	\$2,245,028
FTES	0	19

*Newly created in FY 2005

The **Zoning and Construction Compliance** is a new program that provides compliance activities, identifies and halts illegal construction performed without building permits or that are in

violation of zoning regulations. Zoning and construction inspectors provide zoning assistance to contractors, developers and homeowners to ensure compliance with building codes and zoning requirements, and enhance public safety by ensuring that construction work is in compliance with all District laws.

The program ensures compliance through the following activities:

- **Zoning Administration** - provides zoning interpretation, inspections, and enforcement services to contractors, developers and property owners so that they remain in compliance with zoning ordinances.

- **Construction Compliance** - is a new activity that provides monitoring, inspection and enforcement services after normal work hours and on weekends to identify and halt illegal construction activity being performed without required building permits and/or are in violation of District building codes and zoning regulations.

Program Description

The program has a gross funds budget of \$2,245,028 an increase of \$2,245,028 or 100 percent from the FY 2004 approved budget of \$0 (program established in FY 2005). This includes \$586,137 in Local funds and \$1,658,891 in Special Purpose Revenue funds. The budget supports 19.0 FTEs.

The budget change is due to the addition of:

- \$2,164,406 in personal services costs primarily due to the addition of 13.0 Zoning Administration FTEs, and 6.0 Construction Compliance (Building Inspectors) FTEs.
- \$81,000 in non-personal services costs.

Key Result Measures

Program 1: Construction and Zoning Compliance

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Denzil Noble, Interim Zoning Administrator

Supervisor(s): David Clark, Director

Measure 1.1: Percent compliance with zoning regulations - permits

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Measure 1.2: Percent compliance with zoning regulations - Certificate of Occupancy

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Measure 1.3: Percent compliance with zoning regulations - HOP

	Fiscal Year		
	2004	2005	2006
Target	-	95	95
Actual	-	-	-

Note: Construction Compliance activity is new in FY 2005, therefore no performance measures had been developed by the budget printing date.

Operations

	FY 2004	FY 2005
Budget	\$11,129,512	\$12,512,143
FTEs	169.0	158.0

Program Description

The **Operations** program provides inspections and code enforcement for contractors, developers, property owners, and licenses for businesses, and professional and occupational individuals working in the District to ensure compliance with the statutes and regulations of the District.

The program ensures compliance through the following activities:

- **Building Plan Review** - provides interpretation and review of construction plans and permit applications for contractors, property owners and developers so that they remain in compliance with codes and obtain construction permits.
- **Development Ambassadors** - facilitates large scale and government supported projects for developers, property owners, and contractors. Ambassadors also recommend and implement improvements to the regulatory process.
- **Building Inspections** - provides inspections and certificates to residents and businesses, assisting their efforts to remain in compliance with zoning and construction regulations and laws.
- **Permit Service** - provides enforcement code interpretations to contractors, developers, and property owners so that they can obtain construction permits.
- **Surveyor Office** - provides plats and archives of all public record lot information preserving historical land records and facilitating economic development.
- **Business Service Center** - provides information, assistance and training services to DCRA staff, other government agencies and the public regarding corporate registration, and business and professional licensing requirements.
- **Corporations Division** - provides registration, certification and file maintenance services for all corporations, LLC's, and partnerships.

- **Basic Business License** - provides new and renewal Basic Business Licenses for businesses (and some types of non-profit organizations) that carry out business activities, which by District statutes are required to obtain a license.
- **Occupational and Licensing Administration** - regulates professional licenses and provides support for licensing Boards and Commissions.

Program Budget Summary

The program has a gross funds budget of \$12,512,143, an increase of \$1,382,631 or 12.4 percent from the FY 2004 approved budget of \$11,129,512. This includes \$6,347,349 in Local funds (a decrease of \$911,638) and \$6,164,794 in Special Purpose Revenue funds (an increase of \$2,294,269). The gross budget supports 158.0 FTEs, a net decrease of 11.0 FTEs from the FY 2004 approved level.

The budget change is primarily due to:

- A net increase of \$38,794 in personal services costs.
- A net increase of \$1,343,837 in non-personal services, primarily due to an increase of \$2,134,301 in contractual services for Occupational and Professional Licensing Administration Board support and administration, offset by a decrease of \$853,994 in other charges and a decrease of \$30,900 in equipment rental.

Key Result Measures

Program 2: Operations

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Theresa Lewis, Deputy Director, Operations

Supervisor(s): David Clark, Director

Measure 2.1: Percent of Plans reviewed within allocated days

	Fiscal Year		
	2004	2005	2006
Target	-	95	95
Actual	-	-	-

Note: New measure in FY 2005. Measure replaces numbers 1.4 and 1.5 in FY 2004.

Measure 2.2: Percent of Walk-in building permits issued within an identified average processing time

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Note: Average processing time is 28 minutes. Measure wording changed (5/2004).

Measure 2.3: Percent of building inspections completed within 48 hours of the request

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Measure 2.4: Percent of Businesses operating in the District of Columbia that have a Basic Business License

	Fiscal Year		
	2004	2005	2006
Target	47,500	100	100
Actual	-	-	-

Note: Measure wording changed (5/2004). As a result, target changed from a number to a percent in FY 2005. Master Business License program was repealed in FY

Inspections and Compliance

	FY 2004	FY 2005
Budget	\$9,071,131	\$11,076,709
FTEs	144.0	123.0

Program Description

The **Inspections and Compliance** program provides inspections, enforcement and abatement services for residential properties. The program also resolves landlord - tenant disputes including tenant rent increases so that there is a stable market of affordable housing. The program ensures compliance through the following activities:

- **Office of Investigations** - provides regulatory, occupational, and professional licensure investigative services for residents and businesses.
- **Enforcement Branch** - provides vacant property regulation and abatement services for citizens and property owners.
- **Housing Service Center** - provides information on landlord/tenant rights, resolutions to landlord/tenant problems, and implements the RHA Act for citizens, property owners, and tenants.
- **Condemnation Branch** - provides investiga-

tions, hearings and decisions to citizens and property owners, mandating that unsanitary buildings be razed, removed, or made habitable in a timely manner.

- **Rehabilitation Branch** - provides abatements for code violations where owners fail to correct cited problems.
- **Weights and Measures** - provides inspection of commercially used weighing/measuring devices.
- **Rent Administration** - enforces the District's Rent Control laws and provides hearings, decisions and other rental housing services to tenants and landlords to resolve disputes or seek rental increases as authorized by law. These decisions can be appealed further through an appellate review.
- **Neighborhood Stabilization** - provides inspections, monitoring and compliance services for residential properties.

Program Budget Summary

The program has a gross funds budget of \$11,076,709 an increase of \$2,005,578 or 22.1 percent from the FY 2004 approved budget of \$9,071,131. This includes \$6,109,993 in Local funds (a decrease of \$172,578) and \$4,966,717 in Special Purpose Revenue funds (an increase of \$2,178,157). The gross budget supports 123.0 FTEs, a net decrease of 21.0 FTEs or 14.6 percent from the FY 2004 approved budget (note that 3.0 FTEs were added - 2.0 for Housing Service Center and 1.0 for Condemnation).

The budget change is primarily due to:

- A net increase of \$483,888 in personal services, primarily due to an addition of \$608,028 in overtime pay for one-time expenses in FY 2005 for the abatement of nuisance and vacant properties.
- A net increase of \$1,521,690 in non-personal services primarily due to a net increase of \$1,515,690 in contractual services and other services and charges for one-time costs to abate nuisance properties.

Key Result Measures

Program 3: Inspections and Compliance

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Leila Franklin, Deputy Director, Compliance

Supervisor(s): David Clark, Director

Measure 3.1: Percent of investigations completed within allocated days

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Measure 3.2: Percent of vacant and abandoned housing units brought into compliance

	Fiscal Year		
	2004	2005	2006
Target	700	95	95
Actual	-	-	-

Note: Measure wording changed (5/2004). As a result, target changed from a number to a percent in FY 2005

Measure 3.3: Percent of vacant and abandoned housing units demolished

	Fiscal Year		
	2004	2005	2006
Target	100	95	100
Actual	-	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Measure 3.4: Percent of Commercial weighing/measuring devices investigated bi-annually

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Measure 3.5: Percent of emergency complaints inspected within 48 hours

	Fiscal Year		
	2004	2005	2006
Target	95	95	96
Actual	-	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Rental Housing Commission

	FY 2004	FY 2005
Budget	\$227,000	\$394,887
FTEs	4.0	4.0

Program Description

The **Rental Housing Commission** program provides hearings, orders and decisions to landlords and tenants so that they have final administrative resolutions to their claims through the following activity:

- **Rental Housing Commission** provides hearings, orders and decisions to landlords and tenants.

Program Budget Summary

The program has a gross funds budget (all in Local funds) of \$394,887, an increase of \$167,887 or 74.0 percent from the FY 2004 approved budget of \$227,000. This change is primarily due to a correction from the FY 2004 budget level. The gross budget supports 4.0 FTEs, no change from the FY 2004 approved budget.

Key Result Measures

Program 4: Rental Housing Commission

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Ruth Banks

Supervisor(s): Ruth Banks

Measure 4.1: Percent of rental housing cases decided within the statutory time frame

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Note: Measure moved from Program Two (Inspections and Compliance) to Program Three (Rental Housing Commission) in FY 2005.

Agency Management

	FY 2004	FY 2005
Budget	\$10,513,309	\$10,083,266
FTEs	73.0	58.0

Program Description

The **Agency Management** program provides operational support to the agency so that they

have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-based Budgeting (PBB) agencies. More information about the Agency Management Program can be found in the Strategic Budgeting chapter.

Program Budget Summary

The program has a gross funds budget of \$10,083,266, a decrease of \$430,083 or 4.1 percent from the FY 2004 approved budget of \$10,513,309. This includes \$9,734,190 in Local funds (a decrease of \$223,321), \$255,959 in Special Purpose Revenue funds (a decrease of \$208,306) and \$93,117 in intra-District funds (an increase of \$1,584). This change is primarily due to reallocation of personnel costs to the new Agency Financial Operations program and approved pay raises in FY 2004 and FY 2005. The gross budget supports 58.0 FTEs, a decrease of 15.0 FTEs or 20.0 percent from the FY 2004 approved level.

Key Result Measures

Program 5: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Donald A. Sink, Deputy Director, Mission Support

Supervisor(s): David Clark, Director

Measure 5.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 5.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Measure 5.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 5.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 5.5: Percent of Key Result Measures achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$882,553	\$935,118
FTEs	12.1	11.0

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The purpose of the **Agency Financial Operations** program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all PBB agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

Program Budget Summary

The program has a gross funds budget of \$935,118, a decrease of \$52,865 or 5.9 percent from the FY 2004 approved budget of \$882,553. This includes Local funds of \$869,240 and Special Purpose Revenue funds of \$65,878. The gross budget supports 11.0 FTEs, a decrease of 1.1 FTEs from the FY 2004 approved level.

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Alcoholic Beverage Regulation Administration

www.abra.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$2,712,262	\$3,526,300	\$4,876,708	38.3
FTEs	32.3	42.0	47.0	11.9

The mission of the Alcoholic Beverage Regulation Administration (ABRA) is to provide licensing, training, adjudication, community outreach and enforcement services to licensees, law enforcement agencies, Advisory Neighborhood Commissions (ANCs), civic associations, and the general community so that they understand and adhere to all District laws, regulations, policies and procedures that ABRA enforces, ensuring the public's health, safety, and welfare.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Improve the knowledge of and compliance with Title 25 of the District Official Code and related regulations by providing training on the licensing, adjudication, and enforcement processes to licensees, ANCs, civic associations, and the general community.
- Accelerate the intake process and improve customer service by developing and implementing a streamlined process for reviewing and accepting license and permit applications.
- Improve ABRA's ability to issue and renew licenses and to regulate, adjudicate, and

enforce Title 25 of the District Official Code and related regulations. This will be achieved by building an internal records management and computer system with web interface to provide the public, media, and staff with ABRA information.

- To strengthen public confidence, ABRA will continue staff development and training to enhance technical skills, ethical and professional standards, and improve customer service.

Funding by Source

Tables LQ0-1 and 2 show the sources of funding and FTEs by fund type for the Alcoholic Beverage Regulation Administration.

Table LQ0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	0	0	0	0	0.0
Special Purpose Revenue Fund	1,976	2,605	3,526	4,877	1,350	38.3
Total for General Fund	1,976	2,605	3,526	4,877	1,350	38.3
Federal Grant	0	107	0	0	0	0.0
Total for Federal Resources	0	107	0	0	0	0.0
Intra-District Fund	0	0	0	0	0	0.0
Total for Intra-District Funds	0	0	0	0	0	0.0
Gross Funds	1,976	2,712	3,526	4,877	1,350	38.3

Table LQ0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Special Purpose Revenue Fund	21	32	42	47	5	11.9
Total for General Fund	21	32	42	47	5	11.9
Total Proposed FTEs	21	32	42	47	5	11.9

Expenditures by Comptroller Source Group

Table LQ0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table LQ0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent* Change
11 Regular Pay - Cont Full Time	1,056	1,216	1,525	2,041	517	33.9
12 Regular Pay - Other	0	326	399	387	-11	-2.8
13 Additional Gross Pay	15	17	14	18	4	28.6
14 Fringe Benefits - Curr Personnel	180	234	326	384	58	17.8
15 Overtime Pay	113	60	50	36	-14	-28.6
Subtotal Personal Services (PS)	1,364	1,852	2,313	2,866	553	23.9
20 Supplies and Materials	24	38	80	80	0	0.4
30 Energy, Comm. And Bldg Rentals	0	0	4	5	0	12.0
31 Telephone, Telegraph, Telegram, Etc	0	0	27	37	10	35.8
32 Rentals - Land And Structures	0	0	316	354	38	12.0
34 Security Services	0	316	6	6	1	12.0
40 Other Services And Charges	522	392	227	265	38	16.9
41 Contractual Services - Other	24	0	268	1,049	781	291.3
50 Subsidies And Transfers	0	72	0	0	0	0.0
70 Equipment & Equipment Rental	41	42	285	215	-71	-24.8
Subtotal Nonpersonal Services (NPS)	612	860	1,213	2,011	797	65.7
Total Proposed Operating Budget	1,976	2,712	3,526	4,877	1,350	38.3

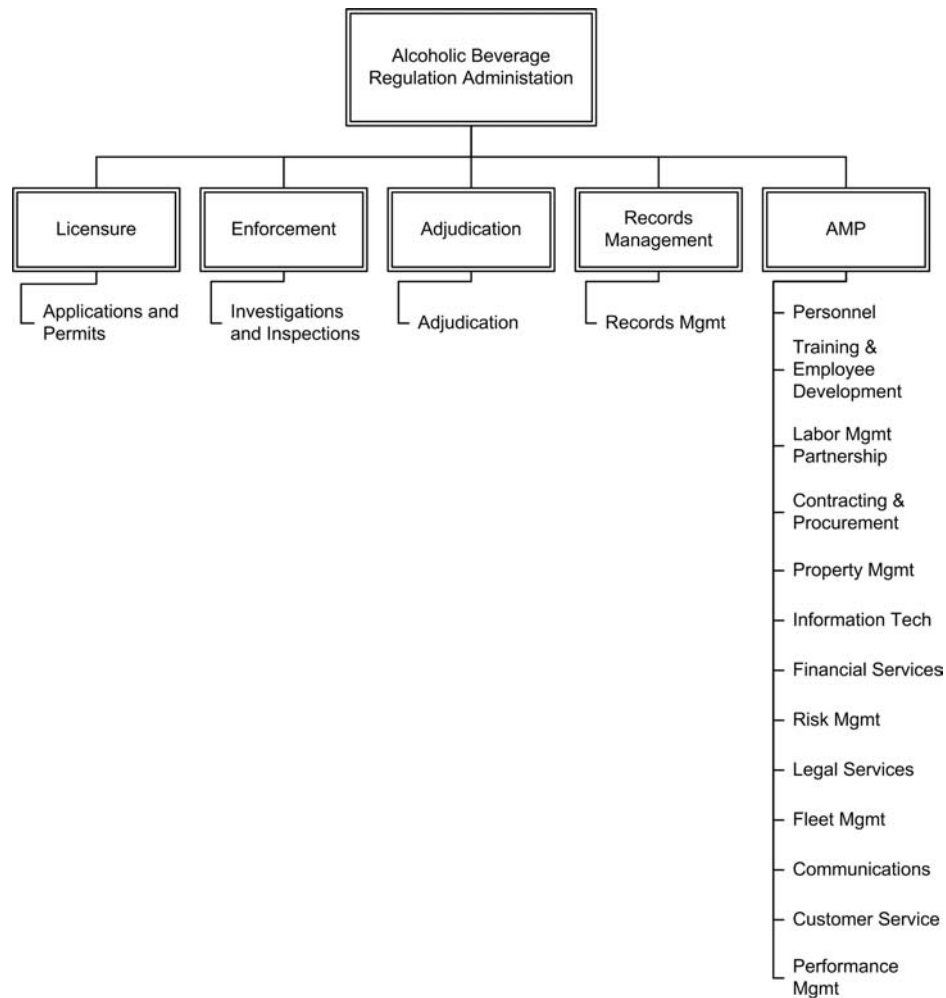
*Percent Change is based on whole dollars.

Expenditure by Program

This funding is budgeted by program and ABRA has the following program structure:

Figure LQ0-1

Alcoholic Beverage Regulation Administration



Gross Funds

The proposed budget is \$4,876,708, representing an increase of \$1,350,408 or 38.3 percent over the FY 2004 approved budget of \$3,526,300. There are 47.0 FTEs for the agency, an increase of five or 11.9 percent over the FY 2004 approved budget.

Special Purpose Revenue Funds

The proposed budget is \$4,876,708, representing an increase of \$1,350,408, or 38.3 percent over the FY 2004 budget of \$3,526,300. There are 47.0 FTEs for the agency, an increase of five

FTEs or 11.9 percent over the FY 2004 approved budget. Changes from the FY 2004 approved budget include:

- A net increase of \$553,115 in personal services, which includes an increase of \$415,000 to fund an additional 5.0 FTEs to fulfill investigations and operations functions, as well as \$138,115 for other increased payroll costs.
- A net increase of \$797,293 in nonpersonal services which includes an enhancement of \$800,000 to fund renovations and to pur-

chase additional equipment, an increase of \$48,757 in higher fixed costs based on updated estimates and an increase of \$129,000 for NPS costs associated with the additional 5 FTEs, offset by a net decrease of \$180,464 in supplies, other services and charges, contractual services, and equipment due to lowered agency requirements compared to FY 2004.

Programs

The Alcohol Beverage Regulation Administration is committed to the following programs:

Licensing

	FY 2004	FY 2005
Budget	\$472,522	\$472,522
FTEs	7.8	7.8

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Licensing** program primarily supports the Citywide Strategic Priority area of Making Government Work. This program provides licensing and renewal services to applicants, licensees, industry members, and consultants so that they can legally operate ABC establishments within the District of Columbia.

This program has one activity:

- **Applications and Permits** provides license and permit applications, and renewals; and responds to subpoenas and information change requests.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. This program has a gross funds budget of \$472,522, no change from FY 2004, and supports 7.8 FTEs.

Key Result Measures

Program 1: Licensing

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Maria Delaney, Director

Measure 1.1: Percent of applications accepted within two visits within a 30 day

	Fiscal Year	
	2005	2006
Target	50	65
Actual	-	-

Measure 1.2: Percent of temporary licenses issued within 10 business days of approval by ABC Board

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.3: Percent increase of renewal notices sent to the correct ANC 60 days prior to the expiration of the license

	Fiscal Year	
	2005	2006
Target	90	95
Actual	-	-

Note: Days increased from 45 to 60. (5/04)

Enforcement

	FY 2004*	FY 2005
Budget	\$1,297,847	\$1,977,947
FTEs	20.1	22.5

Program Description

The **Enforcement** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to conduct regulatory, voluntary agreement compliance, and underage compliance checks as well as joint investigations with MPD, FEMS, FBI, and other agencies. It also conducts final, compliant, placard, and event inspections and audit functions.

This program has one activity:

- The **Investigation** and **Inspection** program conducts inspections and provides educational and enforcement services to licensees to effectuate compliance and to build an understanding of Title 25 of the D.C. Official Code and related regulations. Information is also provided to law enforcement agencies to strengthen their knowledge of the ABC codes.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis.

This program has a gross funds budget request of \$1,977,947, an increase of \$680,000 or 52.4 percent over the FY 2004 approved budget. The gross budget supports 22.5 FTEs, an increase of 2.4, or 11.9 percent over FY 2004.

A significant change includes:

- An increase of \$800,000 for renovations and to purchase additional equipment.

Key Result Measures

Program 2: Enforcement

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Maria Delaney, Director

Measure 2.1: Percent of final inspections conducted within 3 business days of receipt from Licensing Division

	Fiscal Year	
	2005	2006
Target	90	95
Actual	-	-

Measure 2.2: Percent increase in the number of voluntary agreement inspections

	Fiscal Year	
	2005	2006
Target	25	50
Actual	-	-

Measure 2.3: Percent increase in the number of underage compliance checks

	Fiscal Year	
	2005	2006
Target	50	65
Actual	-	-

Adjudication

	FY 2004*	FY 2005
Budget	\$423,485	\$486,485
FTEs	3.9	4.9

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Adjudication** program primarily supports the Citywide Strategic Priority area of Making Government Work. This program provides administrative support to the ABC Board so that they can render decisions. Training and procedural direction is provided to the ANCs, civic associations, and the general community so that they are prepared to participate in the adjudication process.

This program has one activity:

- **Adjudication** - provides administrative support for ABC Board actions and adjudicatory hearings, training and outreach, response to subpoena requests, settlement of compliance checks and mediations.

Program Budget Summary

Since this agency transitions to a PBB agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis.

This program has a gross funds budget request of \$486,485, an increase of \$63,000 or 14.9 percent over the FY 2004 approved budget, and supports 4.9 FTEs, an increase of 1.0 FTE. The changes include:

- An increase of \$80,000 and 1.0 FTE to enhance agency operations.

Key Result Measures

Program 3: Adjudication

Citywide Strategic Priority Area(s): Making Government Works

Manager(s): TBD

Supervisor(s): Maria Delaney, Director

Measure 3.1: Percentage of licensees who are forwarded the Board's written decision by certified mail within 5 days

	Fiscal Year	
	2005	2006
Target	90	95
Actual	-	-

Measure 3.2: Percent of cases of compliance checks settled by staff

	Fiscal Year	
	2005	2006
Target	50	60
Actual	-	-

Records Management

	FY 2004*	FY 2005
Budget	\$223,157	\$268,157
FTEs	3.4	4.4

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

Records Management primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide document management services to ABRA staff, the ABC Board, and the general public so that they can receive accurate information and files.

This program has one activity:

- **Records Management** - provides file management and certification services and responds to information and subpoena requests.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis.

This program has a gross funds budget request of \$268,157, an increase of \$45,000 or 35.8 percent over the FY 2004 approved budget and supports 4.4 FTEs, an increase of 1.0 or 0.3 percent over the FY 2004 approved budget.

The changes include:

- An increase of \$80,000 and 1.0 FTE to enhance agency operations.

Key Result Measures

Program 4: Records Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Maria Delaney, Director

Measure 4.1: Percent of records computerized by mid FY 2005

	Fiscal Year	
	2005	2006
Target	95	100
Actual	-	-

Agency Management

	FY 2004*	FY 2005
Budget	\$1,109,289	\$1,671,597
FTEs	6.3	7.3

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Agency Management** program provides operational support to the agency so that it has the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis.

This program has a gross fund budget request of \$1,671,597, an increase of \$562,308, or 10.1 percent over the FY 2004 approved budget, and supports 7.3 FTEs, an increase of 1.0 FTE or 15.9 percent over the FY 2004 approved budget..

Significant changes include:

- An increase of \$105,300 in personal services and 1.0 FTE to enhance agency operations.

Key Result Measures

Program 5: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Maria Delaney, Director

Measure 5.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 5.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 5.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target		
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Department of Banking and Financial Institutions

www.disb.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$2,146,270	\$2,646,131	\$0	-100.0
FTEs	18.5	25.0	0	-100.0

The mission of the former Department of Banking and Financial Institutions (DBFI), now a part of the Department of Insurance, Securities and Banking, is to provide regulatory and programmatic services to financial institutions, to increase the availability of capital and credit to District consumers, and to promote a fair and equitable business climate for financial institutions.

In FY 2004, the DBFI's mission and programs were transferred to the merged Department of Insurance, Securities and Banking (DISB). DBFI's projected FY 2005 funding and FTE requirements were transferred to support those operational and programmatic functions that continued within the new Department of Insurance, Securities and Banking.

Funding by Source

Tables BI0-1 and 2 show the sources of funding and FTEs by fund type for the Department of Banking and Financial Institutions.

Table BI0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local	-1	0	200	0	-200	-100.0
Special Purpose Revenue Fund	4,379	1,981	2,446	0	-2,446	-100.0
Total for General Fund	4,378	1,981	2,646	0	-2,646	-100.0
Federal Payments	0	147	0	0	0	0.0
Total for Federal Resources	0	147	0	0	0	0.0
Private Grant Fund	0	18	0	0	0	0.0
Total for Private Funds	0	18	0	0	0	0.0
Gross Funds	4,378	2,146	2,646	0	-2,646	-100.0

Table BI0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund	22	19	25	0	-25	-100.0
Total for General Fund	22	19	25	0	-25	-100.0
Total Proposed FTEs	22	19	25	0	-25	-100.0

Public Service Commission

www.dcpssc.org

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$6,572,326	\$6,970,388	\$7,656,234	9.8
FTEs	55.0	69.0	69.6	0.9

The mission of the District of Columbia Public Service Commission (PSC) is to serve the public interest by ensuring that financially healthy electric, gas and telecommunications companies provide safe, reliable and quality services at reasonable rates for District of Columbia residential, business and government customers.

PSC will enhance the reliability and quality of utility services such that:

- By FY 2005, quality of service standards will be in place for 100 percent of customers served by telecommunications companies.
- By FY 2006, the District's electric utility will have complied with 100 percent of quality of service standards (reporting/outage restoration/reliability standards).
- By FY 2007, quality of service standards will be in place for 100 percent of customers served by gas companies.

PSC will increase/enhance public safety such that:

- By FY 2006, 100 percent of all manholes will have been independently inspected and deficiency resolutions identified and rectified to the extent feasible.
- By FY 2006, 100 percent of all major gas long-term projects and 20 percent of new gas construction projects will be inspected and all existing problems will have been identified.

PSC will set timely and reasonable rates and tariffs for monopoly services such that:

- By FY 2005, 75 percent of gas, electric and telecommunications utility company tariffs will be processed within 120 calendar days.
- In 2005, 100 percent of rate cases will be completed within 9 months.
- By FY 2006, 85 percent of gas, electric and telecommunications utility company tariffs will be processed within 120 days.
- By 2007, at least 95 percent of gas, electric and telecommunications utility company tariffs will be processed within 120.

PSC will foster competition among service providers in all formal cases such that:

- The commission will continue to issue 90 percent of all telecommunications licensing orders or deficiency letters within 15 business days (of receipt of all required information).
- By FY 2005, at least 90 percent of electric licensing applications will be processed within 45 days.

- By FY 2005, at least 90 percent of gas licensing applications will be processed within 20 days.
- By FY 2005, 100 percent of telecommunications interconnection agreements will be processed within 90 days.

PSC will empower consumers to make informed choices by conducting 100 percent of planned outreach activities.

- By 2006, 95 percent of consumers participating/responding in outreach activities will rate the information presented at seminars, forums, and the PSC website as good or better.

PSC will resolve disputes among service providers and between consumers and providers such that:

- By 2005, 100 percent of telecommunications arbitration cases will be resolved within nine months after the request.

- By 2005, 100 percent of consumer/pay-phone complaint appeals to the commission will be acted upon within 30 days after the record is submitted from the Secretary's offices.
- By 2005, 100 percent of formal pay telephone complaints will be acted upon within 20 business days after the closing of the record.
- By 2006, 100 percent of formal complaints will be resolved within 14 business days of the closing of the record.

PSC employees will deliver timely, responsive and exceptional service such that:

- By FY 2006, 90 percent of stakeholders responding to customer service surveys are satisfied with the service.

Funding by Source

Tables DH0-1 and 2 show the sources of funding and FTEs by fund type for the Public Service Commission.

Table DH0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Special Purpose Revenue Fund	6,127	6,353	6,721	7,406	686	10.2
Total for General Fund	6,127	6,353	6,721	7,406	686	10.2
Federal Grant	81	120	125	125	0	0.0
Total for Federal Resources	81	120	125	125	0	0.0
Private Grant Fund	81	99	125	125	0	0.0
Total for Private Funds	81	99	125	125	0	0.0
Gross Funds	6,290	6,572	6,970	7,656	686	9.8

Table DH0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Special Purpose Revenue Fund	55	52	66	67	1	1.0
Total for General Fund	55	52	66	67	1	1.0
Federal Resources						
Federal Grant	1	3	2	2	0	0.0
Total for Federal Resources	1	3	2	2	0	0.0
Private Funds						
Private Grant Fund	0	0	2	2	0	0.0
Total for Private Funds	0	0	2	2	0	0.0
Total Proposed FTEs	56	55	69	70	1	0.9

Expenditures by Comptroller Source Group

Table DH0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table DH0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

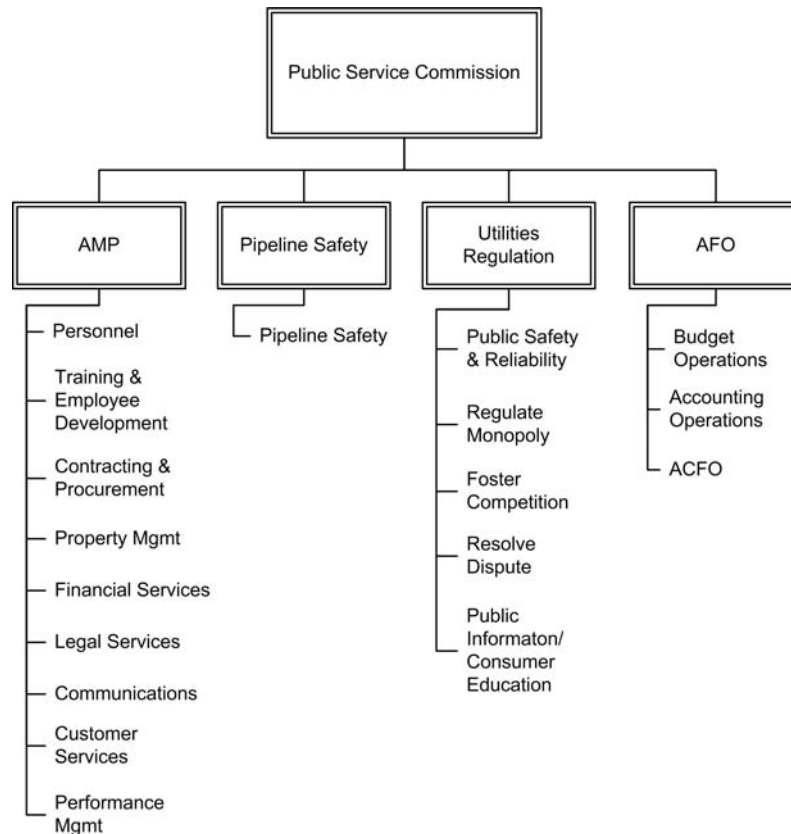
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	3,396	3,729	3,975	4,229	254	6.4
12 Regular Pay - Other	460	183	489	666	177	36.2
13 Additional Gross Pay	39	16	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	631	674	667	854	187	28.0
15 Overtime Pay	0	0	32	0	-32	N/A
Subtotal Personal Services (PS)	4,526	4,602	5,164	5,750	586	11.4
20 Supplies and Materials	40	30	36	36	0	0.0
31 Telephone, Telegraph, Telegram, Etc	64	55	60	67	7	10.9
32 Rentals - Land and Structures	726	932	912	1,082	170	18.6
40 Other Services and Charges	354	232	275	237	-38	-13.8
41 Contractual Services - Other	352	383	352	313	-39	-11.1
70 Equipment & Equipment Rental	228	339	172	172	0	0.0
Subtotal Nonpersonal Services (NPS)	1,764	1,970	1,807	1,906	99	5.5
Total Proposed Operating Budget	6,290	6,572	6,970	7,656	686	9.8

Expenditure by Program

This funding is budgeted by program and the Public Service Commission has the following program structure:

Figure DH0-1

Public Service Commission



Gross Funds

The proposed budget is \$7,656,234, representing an increase of \$685,846, or 9.8 percent from the FY 2004 approved budget of \$6,970,388. There are 69.6 FTEs for the agency, an increase of 0.6 from the FY 2004 approved budget.

General Funds

Special Purpose Revenue Funds. The proposed budget is \$7,406,473, representing an increase of \$685,846 or 10.2 percent from the FY 2004 approved budget of \$6,720,627. There are 66.6 FTEs for this fund, an increase of 0.6 FTE from the FY 2004 approved level.

Significant changes include:

- An increase in personal services to align with the agency's Schedule A, offsetting reductions in contractual needs, and higher fixed costs.

Federal Grants

The proposed budget is \$124,881, representing no change from the FY 2004 approved budget. There are 1.5 FTEs for this fund, representing no change from FY 2004.

Private Grants

The proposed budget is \$124,881, representing no change from the FY 2004 approved budget. There are 1.5 FTEs for this fund, representing no change from FY 2004.

Programs

The Public Service Commission is committed to the following programs:

Utilities Regulation

	FY 2004*	FY 2005
Budget	\$4,033,826	\$4,345,293
FTEs	51.0	51.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Utilities Regulation** program provides gas, electric and telecommunications regulatory services to financially healthy companies so that they can provide safe, reliable and quality services at reasonable rates to District of Columbia residential, business and government customers.

This program has five activities:

- **Public Safety and Reliability** - provides orders, regulations, plans, tariffs and proposed legislation services to utility companies (gas, electric and telecommunications) so that they can provide safe and reliable service to District residential, business and government customers.
- **Monopoly Regulation** - provides rate-setting services to gas, electric and telecommunications utility companies so that they can offer more services and just and reasonable rates to all ratepayers.
- **Fostering Competition** - provides market restructuring services to gas, electric and telecommunications providers so more new services may become available, and customers will have opportunities to lower their utility costs and improve their service quality.
- **Public Information and Consumer Education** - facilitates public access to the commission through its website. It also provides information to customers of energy and telecommunications services so that they can make informed choices in obtaining quality services at reasonable rates.
- **Resolving Disputes** - provides investigation, mediation, and resolution services to customers of telecommunications and energy

services (who have a complaint or inquiry) so that they can have their complaints resolved and inquiries addressed in a timely manner in accordance with applicable laws, regulations and tariffs.

Program Budget Summary

The FY 2005 proposed budget for this program is \$4,345,293, which includes \$1,524 in Federal Grant funds, \$1,524 in Private Grant funds, and \$4,342,245 in Special Purpose Revenue funds. Significant changes include \$322,120 to fully fund the agency's Schedule A.

Key Result Measures

Program 1: Utilities Regulation Program

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Richard A. Beverly, Esq. and Dr.

Phylcia Faunteroy Bowman

Supervisor(s): Agnes A. Yates, Chairperson

Measure 1.1: Percent of manholes that have been independently inspected and deficiency resolutions identified and rectified to the extent feasible

	Fiscal Year	
	2005	2006
Target	50	50
Actual	-	-

Measure 1.2: Percent of rate cases completed within nine months

	Fiscal Year	
	2005	2006
Target	100	100
Actual	-	-

Measure 1.3: Percent of electric licensing applications processed within 45 calendar days

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.4: Percent of gas licensing applications processed within 20 calendar days

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.5: Percent of telecommunications licensing orders or deficiency letters processed within 15 business days (of receipt of all required information)

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.6: Percent of consumers responding to surveys/evaluations that rate outreach activities/services as good or better

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Measure 1.7: Percent of consumers receiving adjustments/credits as a result of complaint resolution efforts.

	Fiscal Year	
	2005	2006
Target	15	15
Actual	-	-

Note: Measure replaces number 1.7 in FY 2005 March budget.

Gas Pipeline Safety

	FY 2004*	FY 2005
Budget	\$246,713	\$246,713
FTEs	3.0	3.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Gas Pipeline Safety** program, through its Gas Pipeline Safety activity, provides inspection, investigation, audit, notices of probable violation, and new standard services to Washington Gas so that it can provide safe and reliable gas service to the D.C. public in compliance with federal grant provisions to prevent harmful incidents.

Program Budget Summary

The FY 2005 proposed budget for this program is \$246,713, which includes \$123,357 in Federal Grant funds and \$123,357 in Private Grant funds. There are no funding or FTE changes to this program.

Key Result Measures

Program 2: Gas Pipeline Safety Program

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Dr. Phylicia Fauntleroy Bowman

Dr. Joseph Nwude

Supervisor(s): Agnes A. Yates, Chairperson

Measure 2.1: U.S. Department of Transportation audit compliance rating %

	Fiscal Year	
	2005	2006
Target	90	90
Actual	-	-

Agency Management

	FY 2004*	FY 2005
Budget	\$2,489,619	\$2,863,999
FTEs	13.0	13.0

Note: *FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **Agency Management** program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

The FY 2005 proposed budget for this program is \$2,863,999, which is entirely comprised of Special Purpose Revenue funds.

Significant changes include:

- A net increase of \$374,380 due primarily to programmed salary step increases, adminis-

tration approved pay increases in FY 2004, and increased fixed costs for rent. Reductions were also made to contractual services due to increased personal services funding.

Key Result Measures

Program 3: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Executive Director (currently vacant); Agnes A. Yates

Supervisor(s): Agnes A. Yates, Chairperson

Measure 3.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 3.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 3.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 3.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Targets will be established for agencies that will be added to the Mayor's Telephone Service Quality Standards tester pool prior to the submission of the District's budget to Congress in June 2004.

Measure 3.5: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	70	70
Actual	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$200,230	\$200,230
FTEs	2.0	2.6

Note: *FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The Agency Financial Operations program provides comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

Program Budget Summary

There are no significant changes in funding for this program. A technical adjustment of 0.6 FTE reflects a split position shared with the Office of the People's Counsel.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Office of the People's Counsel

www.opc-dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$3,779,147	\$4,178,198	\$3,885,023	-7.0
FTEs	32.0	33.0	33.4	1.2

The mission of the Office of the People's Counsel (OPC), an independent advocacy agency, is to provide education, consumer protection and advocacy services to District consumers and ratepayers so that they can receive safe, adequate and reliable utility services at rates that are just, reasonable and nondiscriminatory.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Represent the interests of D.C. ratepayers in proceedings affecting the interests of consumers in quality of service and in receiving safe, adequate, and reliable utility service at just, reasonable and nondiscriminatory rates.
- Assist and represent individual consumers in resolution of disputes and complaints.
- By January 2006, develop and propose to the Council of the District of Columbia legislation that assures consumer safeguards and protections appropriate for the newly emerging competitive marketplace.
- By January 2006, make sufficient information available to enable interested consumers to make informed economic choices. Information will be provided to identified key audiences via one or more of the following avenues: website; consumer education; community outreach; and/or media.

Funding by Source

Tables DJ0-1 and 2 show the sources of funding and FTEs by fund type for the Office of the People's Counsel.

Table DJ0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Special Purpose Revenue Fund	3,826	3,779	4,178	3,885	-293	-7.0
Total for General Fund	3,826	3,779	4,178	3,885	-293	-7.0
Gross Funds	3,826	3,779	4,178	3,885	-293	-7.0

Table DJ0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Special Purpose Revenue Fund	29	32	33	33	0	1.2
Total for General Fund	29	32	33	33	0	1.2
Total Proposed FTEs	29	32	33	33	0	1.2

Gross Funds

The proposed budget is \$3,885,023, representing a decrease of \$293,175 or 7.0 percent from the FY 2004 approved budget of \$4,178,198. There are 33.4 total FTEs for the agency, which represents an increase of 0.4 FTE or 1.2 percent from FY 2004. The agency's budget is comprised entirely of Special Purpose Revenue funds.

Significant changes include a \$385,000 reduction in contractual services.

Expenditures by Comptroller Source Group

Table DJ0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table DJ0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

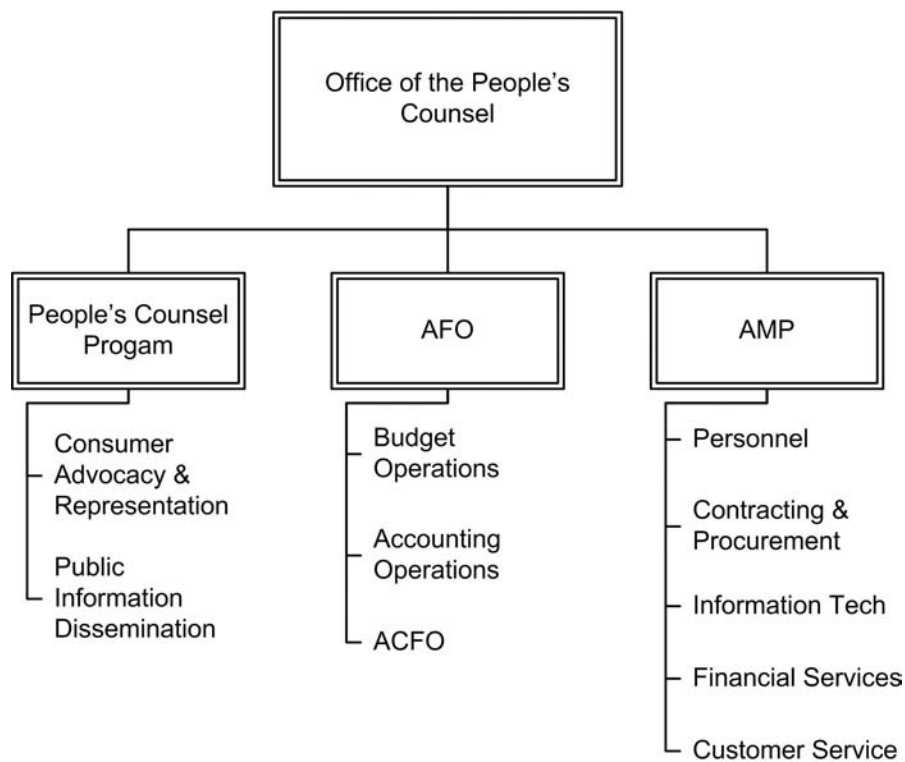
Comptroller Source Group	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	1,928	2,203	2,211	2,250	38	1.7
12 Regular Pay - Other	0	3	0	0	0	0.0
13 Additional Gross Pay	15	8	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	267	311	365	418	53	14.7
Subtotal Personal Services (PS)	2,210	2,525	2,576	2,668	92	3.6
20 Supplies and Materials	32	59	33	33	0	0.0
30 Energy, Comm. and Bldg Rentals	0	0	1	0	-1	-100.0
31 Telephone, Telegraph, Telegram, Etc	19	26	31	31	0	1.2
32 Rentals - Land and Structures	490	510	510	516	6	1.2
40 Other Services and Charges	343	272	364	359	-5	-1.5
41 Contractual Services - Other	679	277	485	100	-385	-79.4
70 Equipment & Equipment Rental	53	110	178	178	0	0.0
Subtotal Nonpersonal Services (NPS)	1,616	1,254	1,602	1,217	-385	-24.0
Total Proposed Operating Budget	3,826	3,779	4,178	3,885	-293	-7.0

Expenditure by Program

This funding is budgeted by program and the Office of the People's Counsel has the following program structure:

Figure DJ0-1

Office of the People's Counsel



Program

The Office of the People's Counsel is committed to the following program:

People's Counsel

	FY 2004*	FY 2005
Budget	\$2,005,534	\$1,995,127
FTEs	23.0	23.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The **People's Counsel** program provides consumer advocacy for District utility ratepayers and consumers so that they receive quality utility ser-

vice and equitable treatment at rates that are just, reasonable, and non-discriminatory. This program has two activities:

- **Consumer Advocacy and Representation** - provides legal and technical analysis and consumer advocacy services for D.C. ratepayers so that they can receive fair and expert representation of their interests in public utility issues at the District and federal level.
- **Public Information Dissemination** - provides consumer education and technical assistance to D.C. ratepayers so that they can understand their rights as ratepayers and be enabled to make informed decisions regarding their utility services.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, there are no significant changes in funding or FTE levels for this program.

Key Result Measures

Program 1: People's Counsel

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Elizabeth A. Noel, Esq., People's Counsel

Supervisor(s): Sandra Mattavous-Frye; Herbert H. Jones

Measure 1.1: Percent of consumer complaints resolved

	Fiscal Year	
	2005	2006
Target	75	77
Actual	-	-

Measure 1.2: Percent of survey respondents indicating increased knowledge of utility issues

	Fiscal Year	
	2005	2006
Target	55	57
Actual	-	-

Note: FY 2005 is TBD..

Measure 1.3: Percent change in utility requests for rate increases

	Fiscal Year	
	2005	2006
Target	-65	-65
Actual	-	-

Note: Measure wording changed at the request of the agency (5/2004).

Agency Management

	FY 2004*	FY 2005
Budget	\$2,054,079	\$1,771,038
FTEs	9.0	9.0

*FY 2004 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2004 for this agency because the agency had not yet created its performance-based budgeting structure.

Program Description

The Agency Management program provides operational support to the agency so that it has

the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. Significant changes include a \$384,997 reduction in contractual services that were proposed to be used for legal services. This decrease is partially offset by an increase of \$92,000 due to higher personal services costs.

Key Result Measures

Program 2: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Elizabeth A. Noel, Esq., People's Counsel

Supervisor(s): Derryl Stewart King; Darlene Williams-Wake

Measure 2.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 2.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2005	2006
Target	5	5
Actual	-	-

Measure 2.3: Cost of Risk

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to

safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 2.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2005	2006
Target	-	-
Actual	-	-

Note: Targets will be established for agencies that will be added to the Mayor's Telephone Service Quality Standards tester pool prior to the submission of the District's budget to Congress in June 2004.

Measure 2.5: Percent of Key Result Measures achieved

	Fiscal Year	
	2005	2006
Target	70	70
Actual	-	-

Agency Financial Operations

	FY 2004*	FY 2005
Budget	\$118,585	\$118,858
FTEs	1.0	1.4

*Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The purpose of the **Agency Financial Operations** program is to provide comprehensive and efficient financial management services to and on behalf of District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Financial Operations program can be found in the Strategic Budgeting Chapter.

Program Budget Summary

Since this agency transitions to PBB in FY 2005, no detailed analysis can be done between the FY 2005 request and the previous budget years on a program-by-program basis. However, there are no significant changes in funding for this program. A technical adjustment of 0.4 FTE reflects

a split position shared with the Public Service Commission.

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.

Department of Insurance, Securities, and Banking

www.disb.dc.gov

Department of Insurance, Securities and Banking (New)

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	N/A	N/A	\$13,675,126	N/A
Operating FTEs	N/A	N/A	132.0	N/A

Department of Insurance and Securities Regulation

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$9,348,567	\$10,244,456	N/A	N/A
Operating FTEs	98.7	107.0	N/A	N/A

Department of Banking and Financial Institutions

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$2,146,270	\$2,646,131	N/A	N/A
Operating FTEs	18.5	25.0	N/A	N/A

In FY 2004, the Department of Banking and Financial Institutions (DBFI) merged with the Department of Insurance and Securities Regulation (DISR) to form a new agency. Operationally, DBFI's mission and programs were transferred and will be fulfilled within the merged Department of Insurance, Securities, and Banking (DISB). DBFI's projected FY 2005 funding requirement of \$2,200,000 and 22 FTEs was transferred to support those operational and programmatic functions that continue within the new Department of Insurance, Securities and Banking.

The mission of the Department of Insurance, Securities, and Banking is to provide fair, efficient and timely regulatory supervision of insurance, securities and banking businesses for the protection of the people of the District and to create conditions that will attract and retain national and international insurance and other financial service business to the District of Columbia.

Funding by Source

Tables SR0-1 and 2 show the sources of funding and FTEs by fund type for the Department of Insurance, Securities, and Banking.

Table SR0 -1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual* FY 2002	Actual* FY 2003	Approved* FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	0	0	200	200	100.0
Special Purpose Revenue Fund	8,346	9,349	10,244	13,475	3,231	31.5
Total for General Fund	8,346	9,349	10,244	13,675	3,431	33.5
Gross Funds	8,346	9,349	10,244	13,675	3,431	33.5

*Note: Information provided for FY 2002 - FY 2004 is DISR only.

Percent Change is based on whole dollars.

Table SR0 - 2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual* FY 2002	Actual* FY 2003	Approved* FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Special Purpose Revenue Fund	91	99	107	132	25	23.4
Total for General Fund	91	99	107	132	25	23.4
Total Proposed FTEs	91	99	107	132	25	23.4

*Note: Information provided for FY 2002 - FY 2004 is DISR only.

Expenditures by Comptroller Source Group

Table SR0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table SR0-3

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

Comptroller Source Group	Actual* FY 2002	Actual* FY 2003	Approved* FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11.Regular Pay - Cont Full Time	5,278	5,954	6,913	8,856	1,942	28.1
12 Regular Pay - Other	134	146	0	182	182	N/A
13 Additional Gross Pay	72	12	35	35	0	0.0
14 Fringe Benefits - Curr Personnel	889	999	1,039	1,446	407	39.1
15 Overtime Pay	42	47	40	40	0	0.0
Subtotal Personal Services (PS)	6,415	7,158	8,028	10,558	2,531	31.5
20 Supplies and Materials	44	50	66	78	12	18.8
31 Telephone, Telegraph, Telegram, Etc	70	61	71	109	38	52.7
32 Rentals - Land and Structures	801	963	880	1,229	349	39.7
40 Other Services and Charges	451	434	692	763	71	10.3
41 Contractual Services - Other	175	124	150	192	42	28.1
50 Subsidies and Transfers	104	57	78	330	252	322.0
70 Equipment & Equipment Rental	286	501	279	415	136	48.7
Subtotal Nonpersonal Services (NPS)	1,931	2,191	2,217	3,117	900	40.6
Total Proposed Operating Budget	8,346	9,349	10,244	13,675	3,431	33.5

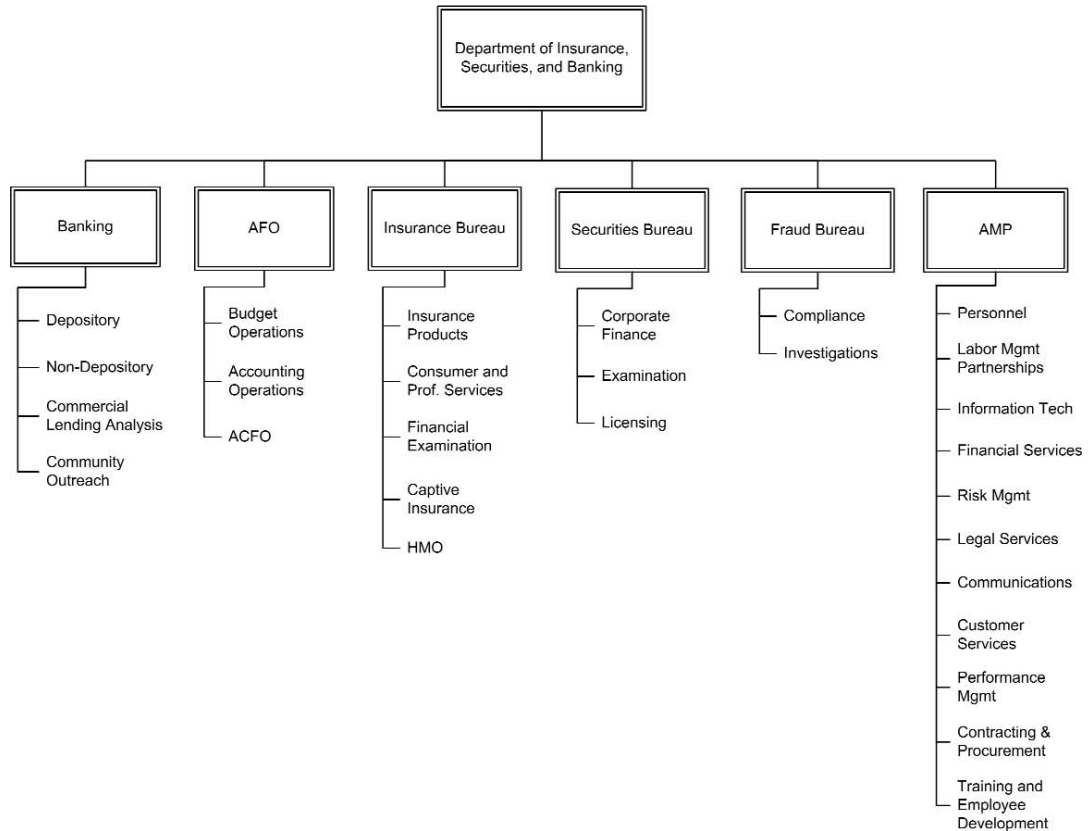
*Note: Information provided for FY 2002 - FY 2004 is DISR only.

Expenditure by Program

The Department of Insurance, Securities and Banking has the following program structure:

Figure SR0-1

Department of Insurance, Securities and Banking



The agency plans to fulfill its mission by achieving the following strategic result goals:

- **DISB will provide fair, efficient and timely regulatory supervision of the insurance and securities business so that:**

- 95 percent of written complaints received will be responded to within 48 hours and resolved within 45 days of receipt.
- 100 percent of company license applications will be processed within 60 days of receipt.
- 100 percent of electronic producer applications will be processed within 10 days of receipt.
- 90 percent of policy forms will be processed as accepted or rejected within

45 days of receipt.

- Four market conduct examinations will be finalized in FY 2004 and eight market conduct examinations will be finalized in FY 2005.
- Four surplus lines brokers or premium finance companies market conduct examinations will be finalized in FY 2004 and four will be finalized in FY 2005.
- Six domestic insurance companies or HMO financial examinations will be finalized in FY 2004 and FY 2005.
- 90 percent of rate filings reviewed and action will be taken within statutory timeframe.

- Ensure that no domestic insurance companies will become insolvent and cause triggering of guaranty funds.
- 90 percent of captive insurance company applications will be processed within 30 days.
- 90 percent of captive insurers will be examined within statutory timeframe.
- In FY 2004, DISB will develop and implement revised financial reporting and monitoring procedures specific to D.C. captive insurance companies and risk retention groups.
- The Securities Bureau will clear 95 percent of the securities registrations within 60 days.
- 95 percent of securities offerings that make notice filings as required by D.C. code and pay the required fee will be acknowledged within 30 days.
- 10 percent of D.C. based investment advisor firms will be examined within the fiscal year.
- 90 percent of the broker-dealer and investment advisor firm licenses will be processed within 25 days of receipt.
- 95 percent of written complaints and referrals to the Securities Bureau will be responded to within 48 hours of receipt and processed within 30 days of receipt.
- 100 percent of application fees collected on securities licenses will be deposited and reconciled within 10 days of receipt.
- DISB will participate in 100 percent of the activities sponsored by the Securities and Exchange Commission to encourage capital formation for small businesses in the District of Columbia.
- 100 percent of insurance company anti-fraud plans will be filed and reviewed within 6 months to the company's licensing date.
- 177 investigative cases will be closed by the end of FY 2004 and 194 investigative cases closed by the end of FY 2005.
- 100 percent of investigative referrals will be evaluated and assigned within 5 business days of receipt.
- The number of prosecutions, convictions or other legal action of the United States Attorney Office and Metropolitan Police Department (MPD) referred cases will increase 20 percent over FY 2003.
- 100 percent of DISB personnel workforce plan commitments will be met within FY 2005.
- 75 percent of hard copy documents will be scanned within two weeks of receipt.
- 75 percent of service requests submitted to the Administrative Support Unit will be completed within two days of receipt.
- 70 percent of DISB's legislative program will be forwarded to the Council for enactment within the fiscal year.
- 90 percent of requests for legal advice/review will be responded to within established timeframe.
- 90 percent of claims and lawsuits will be responded to within 30 days of receipt.
- 95 percent of Freedom of Information Act (FOIA) requests will be responded to within ten business days of receipt.
- 70 percent of employee grievances and discrimination complaints will be resolved without administration litigation.
- The number of community outreach programs that seek to educate and inform consumers and investors will increase by 20 percent in FY 2005.
- DISB will receive a customer service rating of at least 4 on all four Customer Service telephone quality criteria.
- 70 percent of FY 2004 Individual Performance Plans will be completed within required timeframe.
- **DISB will create conditions that attract and retain national and international insurance and other financial service businesses to the District of Columbia as evidenced by:**
 - Revenue generated for the District of Columbia from insurance and securities businesses will increase by 10 percent over the previous year.
 - A 100 percent increase in captive companies licensed from the previous fiscal year.

- At least two new domestic insurance companies will be attracted to the District of Columbia in FY 2004.
- The Insurance Bureau, Securities Bureau, and Fraud Bureau information shown on the DISB website will be updated to include a section exclusively for the Captive Insurance Division.
- In FY 2004 and FY 2005, DISB will participate in at least four events through the National Association of Insurance Commissioners (NAIC) or the International Association of Insurance Supervisors (IAIS) that will provide opportunities to work with foreign regulators.

Gross Funds

The proposed budget is \$13,675,126 representing an increase of \$784,539 or 6.1 percent from the merged FY 2004 approved budgets of DBFI and DISR, totaling \$12,890,587. There are 132.0 total FTEs for the merged agency, no change from FY 2004.

General Fund

Local Funds. The proposed budget is \$200,000, an increase of \$200,000 from the FY 2004 approved budget. This funding is for the Individual Development Accounts (IDA) program and is used to establish matched savings accounts, usually for low-income families, that can be used for home-ownership, micro enterprise, or education purposes. This program previously resided in DBFI prior to the merger with DISR, and has no FTEs associated with it.

Special Purpose Revenue Funds. The proposed budget is \$13,475,126 representing an increase of \$784,342 or 6.2 percent from the merged FY 2004 approved budgets of \$12,690,784. There are 132.0 FTEs for the merged agency, no change from FY 2004. Major changes include:

- An increase for an enhancement of \$327,000 for improved agency operations.
- An increase of \$386,752 in fixed costs.

Programs

The Department of Insurance Securities and Banking is committed to the following programs:

Insurance Bureau

	FY 2004	FY 2005
Budget	\$5,530,494	\$6,143,544
FTEs	46.8	55.8

Program Description

The Insurance Bureau program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of the Insurance Bureau Program is to regulate the insurance industry in the District in order to protect the interests of consumers and ensure that insurance companies are in compliance with the laws and regulations of the District. Activities of the program include:

- **Insurance Products** - provides for the review or analysis of insurance policy forms offered in the District as well as sales and marketplace practices of insurance companies to determine compliance with the D.C. Code.
- **Financial Examination** - provides financial review and solvency monitoring, premium rate analysis, and technical assistance of financial compliance matters, in order to maintain a viable insurance marketplace in the District.
- **Captive Insurance** - provides a mechanism for organizations to acquire insurance in the alternative market by establishing a self owned insurance company through specific licensing, financial solvency and compliance monitoring procedures.
- **Consumer and Professional Services** - provides licenses to insurance companies and producers as well as complaint resolution for consumers in the District so that the companies are in compliance with the D.C. Code and consumers can resolve their disputes with the insurance companies.
- **HMO** - provides solvency and compliance monitoring, rate approval, and technical assistance for the HMO industry, other regulators and the public so that there is a viable

managed care insurance market in the District.

Key initiatives are to:

- Implement a program for on-site examination of broker-dealers and investment advisers in coordination with other federal and state regulatory agencies.
- Enhance State Based Systems (SBS) automated licensing system to include modules for company licensing and consumer complaints. Also, enhance the system to accommodate on-line application processing for D.C. resident producers.
- Develop financial reporting standards as well as licensing and financial monitoring procedures for captive insurance companies.
- Implement the proposed National Association of Insurance Commissioners (NAIC) financial regulatory requirements for DISB to maintain NAIC accreditation status.
- Develop a licensing and regulatory monitoring process for Public Insurance Adjusters.
- Coordinate a national market conduct examination process to determine if insurance companies have complied with the Privacy provisions of the Gramm-Leach-Bliley Act.
- Participate in NAIC committees and working groups relating to Speed to Market and Insurance Regulatory Modernization.

Program Budget Summary

This program has a gross funds budget increase of \$613,050, or 11.1 percent above the FY 2004 approved budget of \$5,530,494. There are 55.8 FTEs for this program, an increase of 9.0 FTEs over the FY 2004 level. Changes from the FY 2004 budget include:

- An increase of \$1,035,381 for the addition of the HMO activity within this program.

Key Result Measures

Program 1: Insurance Bureau

Citywide Strategic Priority Area(s): Making

Government Work

Manager(s): Theodore Miles

Supervisor(s): Lawrence H. Mirel,
Commissioner

Measure 1.1: Percent of policy forms processed as accepted or rejected within 45 days of receipt

	Fiscal Year		
	2004	2005	2006
Target	90	90	85
Actual	-	-	-

Measure 1.2: Number of domestic insurance companies finalized within a fiscal year

	Fiscal Year		
	2004	2005	2006
Target	6	6	6
Actual	-	-	-

Note: Previously written as "Number of domestic insurers examined within the fiscal year."

Measure 1.3: Percent increase in the number of captive companies licensed over previous year

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Measure 1.4: Percent of written complaints that are responded to within 48 hours and resolved within 45 days of receipt

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Measure 1.5: Number of HMO financial examinations finalized within a fiscal year

	Fiscal Year		
	2004	2005	2006
Target	6	6	6
Actual	-	-	-

Securities Bureau

	FY 2004	FY 2005
Budget	\$2,480,300	\$2,862,742
FTEs	16.0	24.6

Program Description

The Securities Bureau program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to regulate the securities industry so that it can comply with the laws and regulations of the District. Key activities of the program include:

- Corporation Finance - provides effective

review and analysis of certain securities offerings to investors so that they can receive full disclosure as required by the D.C. Code.

- **Licensing** - provides for licensing and registration of securities professionals so that they are in compliance with the D.C. Code.
- **Examinations** - provides for the performance of examinations to determine regulatory compliance of securities firms and their representatives as well as investment advisors so that they can institute effective measures for achieving compliance with the D.C. Code. Key initiatives are:
 - Review the compliance status of D.C. securities firms and individuals regarding unregistered securities offerings, unsuitable transactions and market activity in the securities of mutual funds and take appropriate remedial action.
 - Use web-based complaint and inquiry system for communication with members of the public and the securities industry.
 - Develop a coordinated response to common securities regulatory issues affecting banks, insurance companies and broker-dealers and investment adviser firms in response to federal Gramm-Leach-Bliley legislation.

Program Budget Summary

The program has a gross funds budget of \$2,862,742, an increase of \$382,442 or 15.4 percent from the FY 2004 approved budget of \$2,480,300. There are 24.6 FTEs for this program, an increase of 8.6, or 53.8 percent above FY 2004.

Changes from the FY 2004 budget include:

- The re-distribution of FTEs from the Agency Management and Fraud programs into this program

Key Result Measures

Program 2: Securities Bureau

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Theodore Miles

Supervisor(s): Lawrence H. Mirel,
Commissioner

Measure 2.1: Percent of the securities registrations cleared by the Securities Bureau within 60 days

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Note: Previously written as "Percent of the securities offerings reviewed by Securities Bureau."

Measure 2.2: Percent of DC-based investment advisor firms examined within 12 months

	Fiscal Year		
	2004	2005	2006
Target	10	10	10
Actual	-	-	-

Measure 2.3: Percent of the broker dealer and investment advisor firm licenses processed within 25 days of receipt

	Fiscal Year		
	2004	2005	2006
Target	90	90	90
Actual	-	-	-

Note: Previously written as "Percent of the applications process completed within 25 days"

Fraud Bureau

	FY 2004	FY 2005
Budget	\$381,866	\$484,769
FTEs	9.0	8.0

Program Description

The **Fraud Bureau** program primarily supports the Citywide Strategic Priority of Making Government Work. The purpose of the Fraud Bureau Program is to provide investigations, determinations, and referrals for insurance and securities companies and individuals suspected of fraud, to protect the interests of the residents and consumers and within the District. Activities of the program include:

- **Compliance** - provides regulation guidance, training, data analysis and reporting guidelines for securities/insurance entities, DISB, and other jurisdictions so that they can be in compliance with insurance and securities anti-fraud requirements.
- **Investigation** - provides violation evaluations, investigation, and remedies to individuals, insurance and securities entities and other jurisdictions to prevent, detect, and

prosecute fraudulent insurance and securities activities.

- Participate in NAIC anti-fraud committee activities to standardize and enhance the DISB Fraud Bureau's operational procedures.
Key initiatives are:
- Participate with NAIC and federal authorities in the creation of an insurance anti-fraud information network.
- Amend the current fraud statute to obtain misdemeanor insurance fraud law.
- Enact legislation creating a civil penalty for fraudulent insurance activity.
- Implement a process to investigate actions on Insurance Producers.

Program Budget Summary

This program has a gross funds increase of \$102,903, or 27.0 percent above the FY 2004 approved budget. This program has 8.0 FTEs, a decrease of 1.0, or 11.1 percent from the FY 2004 approved budget.

Key Result Measures

Program 3: Fraud Bureau

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Stephen Perry

Supervisor(s): Lawrence H. Mirel,
Commissioner

Measure 3.1: Percent of insurance company anti-fraud plans filed and reviewed within 6 months of company licensing date

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual	-	-	-

Note: Previously written as "Percent compliance with filings of insurance anti-fraud plans within 6 months of licensing date."

Measure 3.2: Number of investigative cases closed by the end of the fiscal year

	Fiscal Year		
	2004	2005	2006
Target	177	194	212
Actual	-	-	-

Banking Bureau

	FY 2004	FY 2005
Budget	0	\$2,182,848
FTEs	0.0	18.0

Program Description

The **Banking Bureau** regulates District financial institutions to protect consumers, allowing them to benefit from a fair and equitable financial market; The Banking Bureau also develops strategies and capital access services to ensure better access to financing for housing opportunities and business development. It also provides residents with financial education and information so that they can become informed consumers of financial services. The following activities are in the Banking Bureau program:

- Depository - Institution Regulation
- Non-Depository - Institution Regulation
- Commercial lending analysis
- Community Outreach

Program Budget Summary

Since this program is a new addition to the agency in FY 2005, no analysis can be done between the FY 2005 request and the previous budget years. This program has a gross funds budget request of \$2,182,848, \$200,000 of which is local funding for Individual Development Accounts (IDAs), and supports 18.0 FTEs.

Key Result Measures

Program 4: Banking

Citywide Strategic Priority Area(s):

Manager(s): Albert Elder

Supervisor(s): Lawrence H. Mirel,
Commissioner

Measure 4.1: Percent of targeted District consumers receiving information/education

	Fiscal Year		
	2004	2005	2006
Target	80	85	85
Actual			

Measure 4.2: Dollars provided through the D.C. Public Charter Schools Credit Enhancement Fund (millions)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual			

Measure 4.3: Percentage of targeted non-depository institutions examined annually

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual			

Measure 4.4: Percentage of depository institutions receiving an examination rating

	Fiscal Year		
	2004	2005	2006
Target	100	100	100
Actual			

Agency Management

	FY 2004	FY 2005
Budget	\$1,347,596	\$1,539,730
FTEs	35.3	19.6

Program Description

The purpose of the **Agency Management** program is to provide the operational support to the agency so it has the necessary tools to achieve operational and programmatic objectives. This program is standard for all performance based budgeting agencies.

Program Budget Summary

This program has a gross funds increase of \$192,134 or 14.3 percent from the FY 2004 approved budget of \$1,347,596. There are 19.6 FTEs for this program, a decrease of 15.6, or 44.3 percent from the FY 2004 approved budget. This change is due primarily to the movement of FTEs and associated costs into the Agency Financial Operations program, as well as a realignment of FTEs into other program areas to accurately reflect program costs.

Key Result Measures

Program 5: Agency Management

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Thomas Hampton, Deputy Commissioner

Supervisor(s): Lawrence H. Mirel, Commissioner

Measure 5.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2005. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 5.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year		
	2004	2005	2006
Target	5	5	5
Actual	-	-	-

Measure 5.3: Cost of Risk

	Fiscal Year		
	2004	2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2005. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 5.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy 2) Knowledge 3) Etiquette and 4) Overall Impression)

	Fiscal Year		
	2004	2005	2006
Target	4	4	4
Actual	-	-	-

Measure 5.5: Percent of Key Result Measures achieved

	Fiscal Year		
	2004	2005	2006
Target	70	70	70
Actual	-	-	-

Agency Financial Operations

	FY 2004	FY 2005
Budget	\$504,200	\$461,493
FTEs	6	6

Note: FY 2004 program funding levels are presented for comparison purposes only. The Agency Financial Operations program did not exist for FY 2004 as it is new for PBB agencies in FY 2005.

Program Description

The Agency Financial Operations program provides financial services, formulates financial policies and procedures, and leads the integration of financial and service delivery planning and support. The program strives to achieve this integration by processing payments in a timely manner, providing accurate forecasting of expenditures and revenues, and proceeding with timely and accurate reconciliation of financial challenges and customer inquiries. This program consists of the following activity:

- Financial Services provides financial services, formulates financial policies and procedures, and leads the integration of financial and service delivery planning and support

Program Budget Summary

This program has a decrease of \$42,707, or 8.5 percent from the FY 2004 approved budget of \$504,200. The gross budget supports 6 FTEs, no change from FY 2004. This change is primarily due to the realignment of FTEs into the Agency Financial Operations program.

Office of Cable Television and Telecommunications

www.octt.dc.gov

Description	FY 2003 Actual	FY 2004 Approved	FY 2005 Proposed	% Change from FY 2004
Operating Budget	\$6,531,456	\$4,701,000	\$4,000,000	-14.9
FTEs	31.0	32.0	32.0	0.0

The mission of the Office of Cable Television and Telecommunications (OCTT) is to promote, protect, and advocate for the public's interest in cable television, and to produce and manage television programming for City Cable Channel 13 and Channel 16.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Increasing the number of original television programs produced annually by 12 percent.
 - In FY 2003, 17 original programs were produced.
- Increasing the number of web-based interactive services.
 - Add an additional original television program so that viewers have access to timely information regarding all aspects of District life.
- Increasing citizen access to non-English language programs.
 - Provide at a minimum, a 10 percent increase in the number of programs in Spanish and other non-English languages.
- Provide, reliable cable services that comply with District and federal laws and regulations.

- 95 percent of OCTT identified system failures or irregularities resolved within two business days.

Gross Funds

The proposed budget is \$4,000,000, representing a decrease of \$701,000 or 14.9 percent from the FY 2004 approved budget of \$4,701,000. There are 32.0 total FTEs for the agency, unchanged from the FY 2004 approved budget.

General Funds

Special Purpose Revenue Funds. The proposed budget is \$4,000,000, representing a decrease of \$97,510 or 2.4 percent from the FY 2004 approved Special Purpose Revenue funds budget of \$4,097,510. There are 32.0 total FTEs for the agency, an increase of 12.0 from the FY 2004 approved budget.

Funding by Source

Tables CT0-1 and 2 show the sources of funding and FTEs by fund type for the Office of Cable Television and Telecommunications.

Table CT0-1

FY 2005 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
Local Fund	0	0	0	0	0	0.0
Special Purpose Revenue Fund	3,197	5,355	4,098	4,000	-98	-2.4
Total for General Fund	3,197	5,355	4,098	4,000	-98	-2.4
Intra-District Fund	817	1,177	603	0	-603	-100.0
Total for Intra-District Funds	817	1,177	603	0	-603	-100.0
Gross Funds	4,013	6,531	4,701	4,000	-701	-14.9

Table CT0-2

FY 2005 Full-Time Equivalent Employment Levels

Appropriated Fund	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
General Fund						
Special Purpose Revenue Fund	21	20	20	32	12	60.0
Total for General Fund	21	20	20	32	12	60.0
Intra-District Funds						
Intra-District Fund	11	11	12	0	-12	-100.0
Total for Intra-District Funds	11	11	12	0	-12	-100.0
Total Proposed FTEs	32	31	32	32	0	0.0

Expenditures by Comptroller Source Group

Table CT0-3 shows the FY 2005 proposed budget for the agency at the Comptroller Source Group level (Object Class level).

Table CT0-2

FY 2005 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

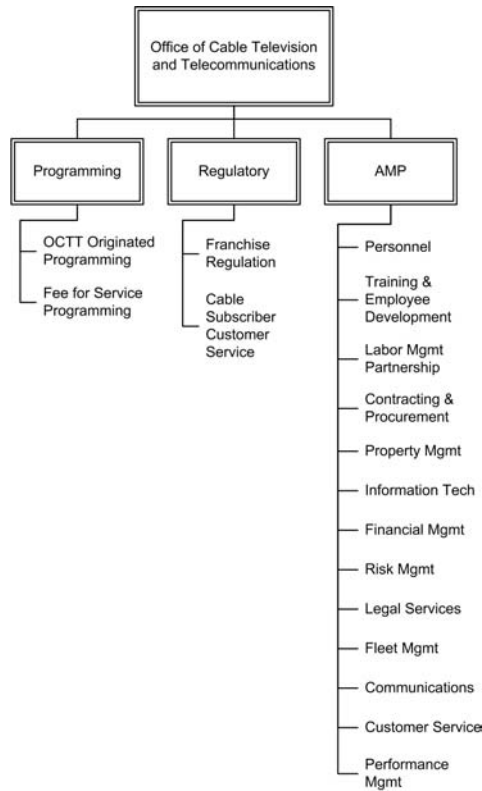
	Actual FY 2002	Actual FY 2003	Approved FY 2004	Proposed FY 2005	Change from FY 2004	Percent Change
11 Regular Pay - Cont Full Time	987	1,122	1,689	1,871	182	10.8
12 Regular Pay - Other	493	636	0	0	0	0.0
13 Additional Gross Pay	33	36	43	38	-5	-11.2
14 Fringe Benefits - Curr Personnel	226	234	265	337	72	27.1
15 Overtime Pay	22	24	32	0	-32	-100.0
Subtotal Personal Services (PS)	1,762	2,051	2,029	2,246	217	10.7
20 Supplies and Materials	21	23	44	25	-19	-43.2
30 Energy, Comm. and Bldg Rentals	6	6	35	52	17	48.0
31 Telephone, Telegraph, Telegram, Etc	101	92	119	116	-3	-2.9
32 Rentals - Land and Structures	796	778	726	1,087	361	49.7
40 Other Services and Charges	230	479	1,055	301	-754	-71.5
41 Contractual Services - Other	490	457	135	100	-35	-25.9
50 Subsidies and Transfers	-6	1,217	92	0	-92	-100.0
70 Equipment & Equipment Rental	614	1,428	466	72	-393	-84.4
Subtotal Nonpersonal Services (NPS)	2,252	4,480	2,672	1,754	-918	-34.4
Total Proposed Operating Budget	4,013	6,531	4,701	4,000	-701	-14.9

Expenditure by Program

The Office of Cable Television and Telecommunications has the following program structure:

Figure CTO-1

Office of Cable Television and Communications



Intra-District Funds

The proposed budget is \$0, representing a decrease of \$603,490 or 100 percent from the FY 2004 approved budget. There are 0 FTEs for the agency, a decrease of 12.0 from the FY 2004 approved budget.

Programs

The OCTT is committed to the following programs:

Regulatory

	FY 2004	FY 2005
Budget	\$626,838	\$656,679
FTEs	6.0	6.0

The **Regulatory** program performs oversight functions of the agency, which include evaluating, negotiating, and providing recommendations regarding the submission of proposed amendments to the D.C. Cable Act.

This program includes the following activities:

- **Franchise Regulation** - provides oversight of cable television services to ensure that providers are in compliance with the terms of their respective franchise agreements, as well as District and federal laws and regulations.
- **Cable Subscriber Customer Service** - provides complaint resolution, installation and repair services to District cable subscribers and District government agencies.

Program Budget Summary

The program has a gross funds budget of \$656,679, an increase of \$29,841 or 4.8 percent over the FY 2004 approved budget of \$626,838. The program is funded by Special Purpose Revenue funds, and its increase reflects anticipated FY 2005 personal services costs. The gross budget supports 6.0 FTEs, unchanged from the FY 2004 approved budget.

Key Result Measures

Program 1: Regulatory

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s) Donald A. Fishman, General Counsel

Supervisor(s) James D. Brown Jr., Executive Director

Measure 1.1: Percent of cable company franchise standards that are in compliance or for which OCTT has begun the enforcement process

	Fiscal Year		
	2004	2005	2006
Target	75	75	75
Actual	-	-	-

Measure 1.2: Percent of OCTT identified system failures or irregularities resolved within two business days

	Fiscal Year		
	2004	2005	2006
Target	95	95	95
Actual	-	-	-

Programming

	FY 2004*	FY 2005
Budget	\$1,533,001	\$1,522,941
FTEs	21.0	21.0

The **Programming** program produces 24-hour programming on City Cable Channel 13 and Channel 16. This program includes the following activities:

- **OCTT Originated Programming** - provides original television production and programming services showcasing information about events in the city, and its operation and management.
- **Fee for Service Programming** - provides contracted television production and program-

ming services to District government agencies.

Program Budget Summary

The program has a gross funds budget of \$1,522,941, a decrease of \$10,060 or 0.66 percent from the FY 2004 approved budget of \$1,533,001. Special Purpose Revenue funds increase by \$593,430 due to an additional \$239,710 for originated programming and an additional \$353,720 in Fee for Service programming. Intra-District funds decreased by \$603,490 due to the elimination of the D. C. Lottery's Contract. The gross budget supports 21 FTEs, unchanged from the FY 2004 approved budget.

The key initiatives for this program are:

- Expand current technology to enhance viewing capabilities via the Internet through the agency's web site at octt.dc.gov.
- Produce a new citizen call-in program featuring Councilmembers and members of the School Board.
- Upgrade the Cityline program to provide information on available government services.
- Expand programming responsive to the Citywide Strategic Plan.

Key Result

Program 2: Programming

Citywide Strategic Priority Area(s): Promoting Economic Development

Manager(s): Monte Powell, Director of Programming

Supervisor(s): James D. Brown Jr., Executive Director

Measure 2.1: Increase in the number of original television program produced (from base)

	Fiscal Year		
	2004	2005	2006
Target	2	2	2
Actual	-	-	-

Measure 2.2: Percent savings that OCTT television production rates offer District agencies in comparison with the average, comparable quality, private sector, general market television production rates

	2004	Fiscal Year 2005	2006
Target	20	20	20
Actual	-	-	-

Agency Management

	FY 2004	FY 2005
Budget	\$2,541,161	\$1,820,380
FTEs	5.0	5.0

The Agency Management Program provides operational support to the agency so that they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management Program can be found in the Strategic Budgeting chapter.

Program Budget Summary

The program has a gross funds budget of \$1,820,380, a decrease of \$720,781 or 28.4 percent from the FY 2004 approved budget of \$2,541,161. The decrease is due to one-time costs for an office relocation in FY 2004 which are no longer required for FY 2005. The program is funded by Special Purpose Revenue funds and supports 5.0 FTEs, unchanged from the FY 2004 approved budget.

The key initiative for this program is:

- Determine an appropriate means to seek underwriting support for specialized programming on City Cable Channel 16, that would offset production expenses and facilitate diversity in community-based programming.

Key Result Measures

Program 3: Agency Management

Citywide Strategic Priority Area(s): Promoting

Economic Development

Manager(s): Robin M. Yeldell, Director of Operations

Supervisor(s): James D. Brown Jr., Executive Director

Measure 3.1: Dollars saved by agency-based labor management partnership project(s)

	2004	Fiscal Year 2005	2006
Target	-	-	-
Actual	-	-	-

Note: Although agencies established their initial labor-management partnership projects in FY 2003, very few had cost savings as objectives. Agencies will continue ongoing projects and/or establish new projects by the third quarter of FY 2004. Cost savings will be tracked for this measure for those projects that have cost savings as a key objective.

Measure 3.2: Percent variance of estimate to actual expenditure (over/under)

	2004	Fiscal Year 2005	2006
Target	5	5	5
Actual	-	-	-

Measure 3.3: Cost of Risk

	2004	Fiscal Year 2005	2006
Target	-	-	-
Actual	-	-	-

Note: This measure replaces "Percent reduction of employee lost work-day injury cases." Cost of Risk will be a comprehensive measure of a wide range of risks confronting each agency, including but not limited to safety issues, financial risks, and potential litigation. Agencies will establish a baseline in FY 2004 (FY 2005 for PBB III agencies) and will seek to achieve reductions in the Cost-of-Risk in subsequent years. Lost workdays due to injuries will be one of many components of the Cost-of-Risk formula (1/9/04).

Measure 3.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	2004	Fiscal Year 2005	2006
Target	4	4	4
Actual	-	-	-

Measure 3.5: Percent of Key Result Measures Achieved

	2004	Fiscal Year 2005	2006
Target	70	70	70
Actual	-	-	-

For more detailed information regarding the proposed funding for the activities within this agency's programs, please see schedule 30-PBB in the FY 2005 Operating Appendices volume.